



Job profile

Cyclical Maintenance Contracts Officer

Grade J £37,261- £40,478

Group: Housing, Environment and Healthy Communities

Service: Gateshead Construction Services

Location: Shearlegs road

Line Manager: Cyclical Maintenance Team Leader

Car User Status: Casual

Job Purpose

The post holder will be responsible for working as part of a team to deliver a customer focused programme of statutory cyclical maintenance, remedial and call out repair contracts carried out by external specialist subcontractors. The management of contractor performance and health & safety, customer liaison and collating compliance information/assurance for the Council Portfolio of buildings.

The key roles of this post will include:

1. To be an integral part of the Contracts management and delivery team supporting health and safety and compliance across the Council property portfolio.
2. Assist on the preparation, administration and monitoring of cyclical maintenance contracts and programmes of work to ensure legal compliance.
3. Management of contractors to ensure that they adhere to an agreed programme of works for each service area ensuring they comply with Health & Safety legislation.
4. Raise PO's in Agresso system for follow on, remedial or Quotable works because of a service visit.
5. Follow up of all remedial actions following a service to ensure items are in full working order in line with building compliance and regulations.
6. Assist in the development and implementation of a joined-up approach to investment and cyclical maintenance programmes.
7. Assist in the identification of areas which require further improvement for compliance within regulations and standards.
8. Monitoring and reporting of performance targets to Cyclical Maintenance Team Leader.



9. Implementation of remeasurements for subcontractor valuations and processing and payment of invoices in accordance with contracts.
10. Provide customer focused 'main point of contact' for stakeholders in relation to cyclical servicing, repairs & call outs.
11. Developing new business opportunities for the Service.
12. Management of administration employees in accordance with HR Guidance and legislation.
13. Demonstrate a positive diverse and inclusive attitude to both internal and external customers, stakeholders, and relevant external bodies.
14. Ensure effective use of IT systems in-order to hold 'one version of the truth' in line with Regulator requirements for compliance reporting and auditing.
15. Work alongside partners and stakeholders in the management and ongoing improvement on cyclical contracts.
16. To be knowledgeable of relevant Building Regulations, Codes of Practice and current legislation and apply this knowledge in day-to-day activities.



Knowledge & Qualifications

Essential:

Knowledge

- Principles of Construction
- An understanding and knowledge of regulatory requirements regarding cyclical maintenance.
- A knowledge of procurement procedures, project management and H&S
- Best working Codes of Practice
- IT Literate with all Microsoft Office Packages

Experience

- Effective performance management of contractors to achieve performance targets and service standards.
- Experience in the use of responsive repairs IT Systems.
- Experience of budget monitoring and management
- Experience of managing direct customer relationships and dealing with sensitive situations
- Experience of manual and electronic information systems (IT).
- Organising and prioritising your own workload and dealing calmly with difficult situations and make decisions under pressure.
- Working in a customer care orientated environment including knowledge of equalities and diversity.
- Preparing timely and accurate reports on performance activity

Qualifications

- HNC/HND or equivalent in building surveying/ building maintenance/ asset management, or similar technical qualification
- Site Management Safety Training Scheme (SMSTS) or equivalent.
- Full driving licence or ability to meet the travel requirements of the post.



Desirable:

Knowledge

- Renewable energy technologies including Solar Panels and Air/Ground Source Heat Pumps.
- LPG Appliances and Installations.
- Knowledge of M&E Systems within domestic and commercial buildings.
- Application of Quality Control Systems
- Knowledge of the Regulatory reform (Fire Safety) order 2005 or fire safety works for multi-story buildings.
- Building Regulations
- Extensive Knowledge of M&E Systems within domestic and commercial buildings.

Experience

- Development of performance indicators for various areas of work.
- Previous trade or construction industry experience
- Experience of working on non-traditional and multi-storey building types
- Using Office IT packages at an advanced level.
- Effective Time Management.
- Excellent Organisational Skills.
- Working to Deadlines.
- GP2 Computer System.
- Northgate Computer System.

Qualifications

- BSc (Hons) or equivalent in building surveying/ building maintenance/ asset management, or similar technical qualification
- Prince2 Project Management (or equivalent project management qualification).



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working