

Asset Management Officer – Grade 9

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work. The Corporate Facilities Management Team (CFM) provides a Facilities Management Function for all the Councils' buildings and Land, including Commercial Assets, Community Buildings, Office Accommodation and Schools etc. CFM delivers Council wide capital delivery, servicing, compliance and asset maintenance. The primary role of the CFM team is to provide a comprehensive, efficient and effective "one stop" advice and support service on all aspects of Facilities Management (FM) to users of Council assets.

The Schools Facilities Management (SFM) Team provides a traded service offered to schools across Kirklees for building and equipment repairs. SFM offers support with the maintenance of schools and the delivery of capital schemes. SFM aims to provide a one stop shop for schools enabling them to focus on education.

Asset Management Officers (AMO) can work across both the CFM and SFM Teams and are responsible for the day to day delivery of Facilities Management. They work with colleagues to ensure a high quality and value for money service is delivered, they identify and deliver service improvements and work effectively with stakeholders and suppliers to ensure that customer needs are met, and risk is minimised.

You will be responsible for several assets in one of the following areas:

- Commercial Assets
- Community Buildings
- Office Accommodation
- Service Delivery Assets
- Land
- Schools
- Third Party Sites – i.e., Kirklees Active Leisure
- Ad Hoc Sites

You will play a key role in developing effective relationships with customers and clients through regular site visits and liaison.

Asset Management Officers will be expected to work on specific duties and provide a lead role in specific tasks as agreed with their line manager – these may change over time.

You will also be responsible within the context of the job for ensuring that the service is delivered in line with legislative requirements, agreed contracts, policies and procedures.

This job requires you to work flexibly, including occasional evenings and weekends. You may also be required to travel to various locations in order to carry out the duties of the job.

- Key areas of responsibilityDelivery of a customer focused FM service, through the development of effective customer relationships, seeking feedback from customers/building users and undertaking regular and structured consultation, continually developing the service in line with changing customer needs and expectations and keeping customers informed of service changes.
- Monitor service standards e.g. H&S, performance, and contractual requirements, implementing corrective action as required.
- Maintain accurate records, for example, in relation to assets, customer needs
- Achievement of legislative, financial, and quality standard targets to assist in programme management for the Capital and Revenue programmes of work to assist in the development and maintenance of all Council Assets – this will also apply to individual and day to day projects.
- Effective communication with other Council Services, Members and the Public in relation to projects being managed by the team and to allow stakeholders to maintain their business operations.
- Ensuring all requirements for customers are evaluated and amendments to Service provision is effectively communicated promptly and clearly to all concerned.
- Effective customer care standards to ensure that all enquiries, requests and complaints are responded to in an appropriate timescale.
- Provide the appropriate support to colleagues to ensure they can resolve operational issues and progress in their lead areas of responsibility.
- Understanding of budgetary targets including processes and undertaking appropriate tasks to ensure these are met effectively and within Councils Contract and Financial Procedure Guidelines.
- Assist in the development of procedures to ensure the efficiency, effectiveness, accuracy, and quality of work from the Team.

This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of working in a large complex organisation in an asset/facility focussed role	Essential
Knowledge of Health and Safety and Fire Safety and its application to managing assets – i.e. compliance / legislation / good practice etc.	Essential
Knowledge of buildings and asset management matters in relation to the day to day management of a varied range of assets.	Essential
Proven track record of service delivery to agreed levels	Essential
Ability to work under pressure and within strict deadlines	Essential
Can identify issues and provide appropriate solutions	Essential
A team player approach, flexible and ready to take on any challenge to achieve either an individual or shared outcome	Essential
Experience of managing customer expectations and complaints and dealing with customer feedback.	Essential
Commitment to further training and development	Essential
Working flexible hours, including occasional evenings and weekends.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence, and it is expected that you will either use a council vehicle or your own car.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Building Services	Grading ID	62490
Job ID	80100082	Last Updated	April 2020
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	LC 15/4/20		