

Asset Management Officer – Grade 9

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 Capital Delivery and Facilities Management Team (CDFM) provides a Facilities Management Function for all of the Councils' buildings and Land, including Commercial Assets, Community Buildings, Office Accommodation and Schools etc.

The Corporate Facilities Management Team (CFM) delivers Council wide capital delivery, servicing, compliance and asset maintenance within the Economy and Skills Service. 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, including asset compliance, to users of Council assets.

The Schools Facilities Management (SFM) Team provides a traded service offer to schools across Kirklees for building and equipment repairs and servicing and inspection regimes. 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 Compliance overarches all portfolios, Asset Management Officers (AMO) can work within the CFM, SFM Team or within the Asset Compliance team however all are responsible for the safe day to day delivery of Facilities Management. They work with colleagues to ensure a high quality and value for money service is delivered, they

The Job

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

- Commercial Assets
- Community Buildings
- Office Accommodation
- Service Delivery Assets
- Land
- Schools
- Third Party Sites – i.e. KAL/KNH
- Ad Hoc Sites
- Asset Compliance

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.

You will report to either the Facilities Manager, Schools Manager or Compliance Manager.

Job Checklist

- Delivery of a customer focused 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, compliance and 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, Schools, 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.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

For the role of the Asset Management Officer you will need to be a positive and enthusiastic representative for the Council as you are often the first point of contact for all our customers – both internal and external.

You will need to be flexible and proactive to ensure you provide excellent customer service

You will have a friendly and polite manner, meaning you are approachable, open and friendly in all dealings with staff, contractors, residents, Members and the public ensuring that expectations are managed and deadlines are met.

You will need a proactive approach to your day to day work, be able to work under pressure and prioritise your workload.

You will be working as part of a team and collaboration with both immediate and extended colleagues is essential to ensure that all agreed outcomes are achieved.

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

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 2. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Person Checklist

- Experience of working in a large complex organisation in an asset/facilities focussed role.
- Knowledge of Health and Safety and Fire Safety and its application to managing assets – i.e. compliance / legislation / good practice etc.
- Knowledge of buildings and asset management matters in relation to the day to day management of a varied range of assets.
- Proven track record of service delivery to agreed levels.
- Ability to work under pressure and within strict deadlines
- Can identify issues and provide appropriate solutions
- A team player approach, flexible and ready to take on any challenge to achieve either an individual or shared outcome.
- Experience of managing customer expectations and complaints and dealing with customer feedback.
- Commitment to further training and development
- Working flexible hours, including occasional evenings and weekends.
- Travel to various locations in order to carry out the duties of the job is essential.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular 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 Recruitment Purposes: *In order to be shortlisted for this job please demonstrate in your application how you meet the Person Checklist.*