

# A Day in the Life.....

## Business Support Officer working in Corporate Facilities Management

Our small and friendly team of five covers many aspects of administration and support for the Asset Managers who look after our portfolio of buildings.

In our team we cover the following:

- Building repairs
- SAP orders
- Paying invoices
- Managing contracts
- Utility bills
- ID card building access software
- Tasking our Caretaker with day to day repairs
- Project work
- Office moves and furniture stocks
- Telephone enquires
- Incoming and outgoing mail

Our main role is managing the workload from Building Repairs, we receive anything from 20 -50 requests a day, this involves looking through the repair requests and identifying the emergency repairs and dealing with them appropriately. Then we prioritise the remaining repairs and process these orders with Building Services via Consilium ordering software or via our Caretakers.

We provide a high quality service to our customers (building users) whilst working with Building Services to get repairs carried out within an appropriate timescale. This involves talking to site, managing expectations, keeping them informed and explaining if there will be any delay.

Also through our Building Repairs email account we receive requests for programming of ID cards to allow access into our buildings. We have 6500 ID Cards with access to Council buildings so there is strict monitoring of access and this database is kept up to date with security in mind. With a protocol to follow amendments are made on a daily basis to the database and any concerns flagged up.

We deal with several contracts, paying invoices and monitoring service, feeding back any issues to the supplier and communicating with our customers.

We also order building supplies for our caretaking team who cover our buildings across Kirklees, and again communicate with site and the suppliers to resolve any issues.

The team gets involved in project work to assist the Asset Managers, this could be anything from bulk orders of furniture for an office move or pulling together information for sites.

We all work together but have our own areas of work too and we are always looking for ways to improve the service we offer to our colleagues and customers.