

Role profile

Job Title:	Service Delivery Specialist	Grade:	Career Grade 10 -12
Department:	ICT and Property Services	Post no.:	47858
Directorate:	Chief Executive's Directorate	Location:	Perceval House

Role reports to:	Performance & Business Support Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- Manage the Property Services asset management system data and users.
- Produce and maintain system operation process procedures.
- First point of contact with Application Support team on all performance issues and development.
- Obtain regular customer feedback and investigate where the service can improve and recommend improvements.
- Maintain quality assurance of the data processed and stored in the asset management (CAFM) system.

Key accountabilities

- To ensure that the data captured in the CAFM system is fit for purpose to support performance monitoring of Property Services and, where appropriate, the wider Council, to support the creation and review of short and long-range planning for resources, and to support the department's overall strategic objectives.
- To ensure that the Council's record of statutory compliance and maintenance scheduling is managed in the CAFM system.
- To ensure that the data in the CAFM system is correct, complete and accurate, and is managed in accordance with GDPR
- To quality assure the data by carrying out regular audits under the guidance of the Performance & Business support Manager.
- To interrogate the CAFM system and provide reports to support Property Services management.

- To provide analysis of the data, carry out reconciliations and resolve discrepancies, provide explanations of variances, and interpret the data to inform performance reporting and planning.
- To ensure that all transactions are processed accurately and efficiently, and any queries are followed up to resolution.
- To engage with the key service delivery teams to ensure standards are set and maintained. Effective management of a broad range of stakeholder relationships including customers, elected members, senior council officials, staff, agents and contractors.
- To ensure that the Council's operational procedures are such that they maximise the benefits of the CAFM system, reporting any discrepancies to Property Services management.
- To lead consultation with service users, as required, in order to ensure the effectiveness of services leading to continuous service improvement.
- To produce and maintain operational procedures and to continually review that they are fit for purpose.
- To be responsible for induction and general training on the CAFM system users and operators.
- To identify adequate controls and liaise with ICT Application Support team to implement them as required.
- Devise and produce accurate reporting across Property Services.
- To provide routine support for the CAFM system, such as setting up new users, new suppliers, password resets etc.
- To undertake such other duties as may reasonably be required by your line manager from time to time.

Key performance indicators

- Reliable asset system that's constantly improving and delivering efficiencies across the Council.
- Evidence of practices, processes and procedures in place.
- Clients being able to access up to date data and statistics via the CAFM system relating to the compliance status of their buildings.

Key relationships (internal and external)

- Head of Building Services
- Director of Property and ICT
- Property Services colleagues
- ICT colleagues
- Building Managers, Head Teachers and Caretakers
- External Suppliers and contractors.

Authority level

- **People:** None
- **Policy:** The post holder will provide information to help influence

improvements development of council wide.

- **Financial:** None

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. An excellent knowledge and understanding of the Council's current CAFM system "Concerto" and previous systems.
2. Experience and understanding of statutory compliance and general maintenance activities undertaken by Property Services.
3. The ability to prepare data reports for presentation at committee and board level.
4. Ability to interpret complex technical data sheets and summarise before reporting on compliance or performance against KPI's and SLA's.
5. Organised and methodical approach with the ability to manage own work and dynamically reprioritise work according to a constantly changing environment.
6. Able to audit data and recommend quality improvements and assure availability of stored records to the appropriate users.
7. Have good communication and customer care skills
8. Able to provide user training at all levels.
9. Understand GDPR personal data requirements.
10. Working knowledge of Microsoft office packages including excel, word, power point and (CAFM); to produce management information in the form of spreadsheets, charts, presentations and reports.

Essential qualification(s) and experience

11. Extensive Facilities or Property Management experience.
12. Thorough knowledge of the Council's asset management (CAFM) system.

Grade 11 Career Grade Criteria

1. Proactively expanding the uptake of the CAFM system across all relevant

departments, increasing revenue, liaising with potential stakeholders to outline the CAFM system capabilities.

2. Successfully complete additional CAFM training provided by the vendor (train the trainer)

Grade 12 Career Grade Criteria

3. Accredited by a recognised professional body within the Facilities Management or asset management industry.
4. Presenting at appropriate forums as necessary

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards