

JOB DESCRIPTION

POST TITLE: Facilities Operations Administrator

DIVISION/UNIT: Facilities Services

GRADE: 7

RESPONSIBLE TO: Facilities Operations Manager

RESPONSIBLE FOR: N/A

Job Purpose

To administer and maintain systems to ensure the efficient and smooth operation of Facilities Services, to identify opportunities for more efficient methods of work and to ensure that all information required is accurate and held in a secure, accessible format. To manage the FSD quality assurance systems and to prepare reports for the FSD management and Council Clients. Assist in business improvement and development initiatives.

Main Duties and Responsibilities:

1. Ensure that Safe Working Practices are adhered to, in accordance with Health and Safety Legislation and Tayside Contracts' Occupational Health and Safety Policy.
2. Uphold and embrace Tayside Contracts vision and values by working in partnership with internal colleagues, external clients and other stakeholders to deliver an efficient and effective service.
3. Treat all individuals with dignity and respect and support Tayside Contracts' Equality and Diversity Policy.
4. Prioritise the workload of and give guidance to the facilities clerical team.
5. Develop, implement and maintain the facilities services' systems.
6. Update and maintain the Facilities Business Continuity Plan.
7. Produce facilities statistical and financial information for members of the facilities management team as required.
8. Create and maintain standard operating procedures for all systems and administrative procedures and provide training as required.
9. Collate and prepare the data for the annual APSE return and maintain the APSE database.
10. Produce marketing material and provide updated information for the Tayside Contracts website.

11. Interrogate systems and liaise with financial services to provide data to assist in billing budgetary and monitoring processes.
12. Identify opportunities to improve service quality and efficiency and report these to the Facilities Operations Manager detailing these and make recommendations to adopt a particular course of action.
13. Manage the development and co-ordination of customer surveys, oversee their distribution and return and assist with the analysis of the data.
14. Manage trials of new products and equipment and report findings and recommendations to the Facilities Operations Manager.
15. Liaise with the procurement section to assist with determination of contractors for the supply of materials and equipment. Assist with monitoring of supplier performance to ensure that the required standard is achieved.
16. Deputise for the Facilities Operations Manager as required to ensure an acceptable level of service is provided at all times.

NOTE

You will be required to undertake other duties appropriate to your grade as directed.

Working Environment	Physical Coordination	Physical Effort	Mental Skills	Concentration	Communication Skills	Dealing with Relationships	Responsibility For Employees	Responsibility for Service to Others	Responsibility for Financial Resources	Responsibility. For Physical & Info	Initiative & Independence	Knowledge
1	3	1	3	4	4	1	2	4	1	4	4	4