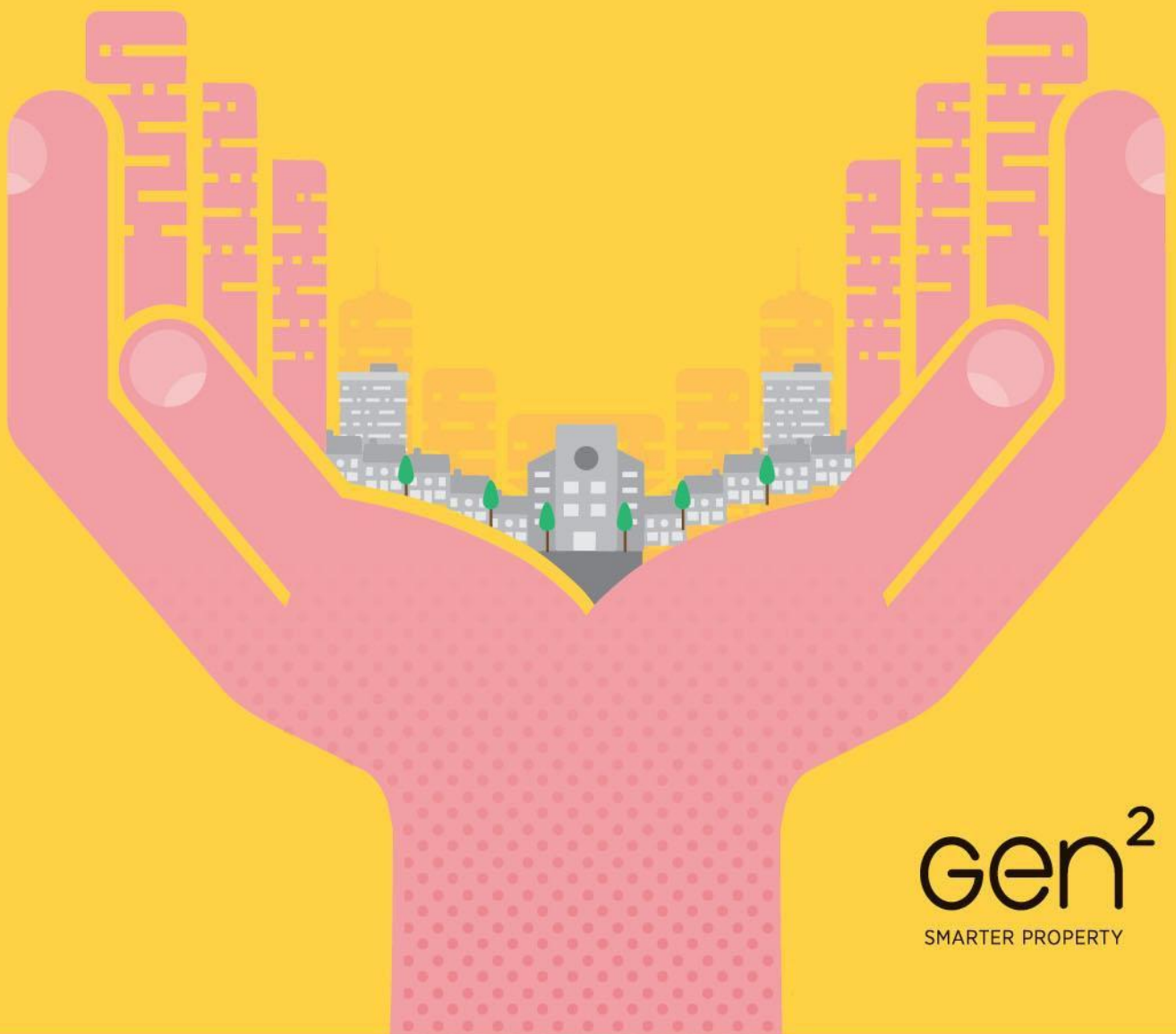


FM Assistant

**INFORMATION, JOB DESCRIPTION &
PERSONAL SPECIFICATION**



Gen²
SMARTER PROPERTY

Information, job description and personal specification

This purpose of this document is as a guide to provide prospective applicants with details of the company; what you can expect when you work for us; requirements of the role; and skills and competencies that we will be looking for in a potential employee of the company.

Who we are

GEN² are trusted public sector property experts.

We're transforming the management of public buildings and spaces for current and future generations through our inside knowledge of the sector.

And we're growing. Having successfully secured a five year agreement with Kent County Council's infrastructure division and securing new clients, GEN² is looking to expand its talented team of property professionals.

We manage 1,800 properties with a combined value of £1.87bn and have delivered £535 million of capital projects over the last three years. Our team of experts enable and facilitates the delivery of a diverse range of services for the public sector across London and the South East.

GEN² are driving innovative new changes to support the need to deliver services differently. We are keen to work with an exceptional individual who has the energy, drive and ambition to help us do things differently.

Someone who shares our commitment to improving public services and who is able bring skill and commercial awareness to ensure we deliver value for money and maximise clients' assets.

Our Vision

Our vision is to be the trusted property services advisor of choice to public sector clients in London and the South East. We understand our client's needs and objectives and our work supports the delivery of social and financial value. We do this by delivering excellent standards of service, in a commercially aware but ethical manner.

Information, job description and personal specification

Gen²



JOB & BENEFITS SUMMARY

FM Assistant

Reporting to Head of Facilities Management

Sessions House, Maidstone

Salary from £20,222 to £22,072

Holiday allowance: 22 days

Company Pension

Flexible working practices

Purpose of the job

The FM Assistant should demonstrate the ability to think innovatively and bring a fresh perspective into the company. They should actively embrace change and seek to support the efforts being made to change the culture of the company.

Ensure the provision of comprehensive support across the GEN² Business. The post holder will be required to provide comprehensive administrative support and may be required to provide this support flexibly as required by changing business needs and as directed by the Head of Facilities Management.

Main duties & responsibilities

- Build strong professional relationships and networks within the company, our key client, Kent County Council, and other clients to improve and promote collaborative working.
- Provide effective administrative support to the FM teams including raising purchase orders.
- To add value by identifying ways to critically evaluate information, actively question and seek to improve the status quo. To seek opportunities where the best value can be gained through efficiencies or different ways of working.
- To support the FM team to provide effective liaison with all schools, Government bodies, Members and other key Stakeholders regarding operational contracts.
- To support the FM team to provide effective input and review of future operational contracts during procurement, and any necessary input required during procurement stages up to contract award.

Information, job description and personal specification



- To provide support in the review of future operational contracts, during the feasibility/scoping and specification stages.
- To support in respect of the operational contracts, the preparation of any required presentations or reports for Members and Senior Officers, arrange any meetings with clients and stakeholders as directed by the PFI and Contracts Team Manager.
- To support the FM team to review on-going contractors performance and customer satisfaction against contractual terms. To support the FM team to act as the authority's representative where appropriate in formal liaison with the contractor(s).
- Assist in the management of contract benchmarking and market testing during the life of all operational contracts and to develop processes and systems to ensure continued value for money.
- To visit participating premises to obtain 'on-the-ground' feedback and any liaison meetings as well as undertake audits.
- Devise and oversee a range of administrative tracking systems, including monitoring all initiatives, projects and variable budgets in which the team is involved, correspondence and complaints.

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.



PERSONAL SPECIFICATION

The following personal specification outlines what we are looking for in an applicant. Applicants should describe in their application how they meet these criteria.

Applicants who have a disability and who meet the criteria will be shortlisted.

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| QUALIFICATIONS <i>(if essential)</i> | <ul style="list-style-type: none">○ NVQ 2-3 (or equivalent) with proficient technical, practical and/or well-developed computer skills to advanced level qualification in any discipline or relevant experience |
| EXPERIENCE | <ul style="list-style-type: none">○ Previous experience of working to a senior manager○ Experience of inputting to meeting discussions○ Evidence of working in a facilities management environment |
| SKILLS & ABILITIES | <ul style="list-style-type: none">○ Excellent organisational skills○ Good negotiating, communication and interpersonal skills to liaise with people both internal and external to the organisation at differing levels of seniority○ Ability to work flexibly to support different teams and individuals as required by the changing business needs○ Ability to keep accurate records○ Good report-writing skills○ Ability to plan and prioritise workload and meet deadlines○ Ability to analyse and research information○ Ability to present information and data, both orally and written, to a range of audiences in a clear and concise manner○ Ability to work effectively in a multi-agency environment○ Ability to work with minimum direction |



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|---------------------|--|
| KNOWLEDGE | <ul style="list-style-type: none"> ○ Understanding of the key elements in successful project/office administration ○ Knowledge and practical experience of computer applications |
| VALUES & BEHAVIOURS | <ul style="list-style-type: none"> ○ Open Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working collaboratively; treating people fairly and with respect. ○ Invite Contribution and Challenge Working innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution. ○ Accountable Self-sufficient, taking personal and professional responsibility for actions; looking for ways to save money; looking for commercial opportunities, outcome focused. <p>PROFESSIONAL</p> <p>Employees are expected to maintain the highest professional and ethical standards.</p> <p>COMMERCIAL</p> <p>Employees should provide optimum financial outcomes for our clients.</p> <p>COLLABORATIVE</p> <p>Employees work with clients to achieve success.</p> <p>INNOVATIVE</p> <p>Employees deliver smarter property solutions.</p> |

