

Soft FM Officer

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 you with details of our company; what you can expect when you work with us; our requirements of the role; and skills and competencies that we will be looking for in a potential employee.

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

Gen²'s vision is to become the trusted property services advisor of choice to public sector clients by delivering an excellent standard of service in a commercially aware but ethical manner that demonstrates our understanding of their needs and objectives. We will undertake our business with the purpose of delivering social and financial value to our stakeholders.

JOB & BENEFITS SUMMARY

Soft FM Officer

Reporting to Soft FM Technical Manager

Working in the Facilities Management Team

Based at Maidstone, Kent

Salary from £28,000 pro rata

Holiday allowance: 22 days

Company Pension

Flexible working practices

Purpose of the job

To monitor the schools catering, cleaning and waste contracts across the county, ensuring service delivery and compliance with contractual and legislative requirements on behalf of KCC. To provide catering advice and support to other schools and units within KCC in accordance with Performance Indicators

To promote the schools contracts to generate income and profit back to KCC.

To provide soft facilities support and advice/guidance to the Facilities Management team for all TFM contracts.

Main duties & responsibilities

1. Support and provide advice on the soft facilities management services to the wider Facilities Management team to assist with the management across all sites across a clients portfolio.
2. Support the management of the school's contracts to ensure appropriate financial payment schedules are administered, including agreeing and processing key performance indicators and applicable defaults.
3. Assist with the collation of information and statistics gathered from the audit programme to develop and maintain a structured reporting process, to ensure standards are monitored and maintained, and legislative requirements complied with.
4. Follow up all complaints, supporting schools to ensure that problems are resolved promptly and efficiently, maintaining good communication with all interested agencies and parties.

5. Support the co-ordinate the refurbishment of school kitchens, in liaison with other agencies, assisting and advising upon design, planning and commissioning of new kitchens and arranging maintenance and replacement of catering equipment, to meet customer and legislative requirements and ensure the most cost-effective use of resources.
6. Initiate and implement the closure of school kitchens where appropriate, making the necessary arrangements to ensure continuity of service, to meet legislative requirements and agreed service standards.
7. Provide support for schools to ensure they are able to provide a fully compliant meal service in accordance with the School Food Trusts food and nutrient standards. Undertake menu analysis and compilation for special and SLA schools.
8. Lead, motivate, develop and recruit Special School catering staff, to ensure a high quality of service is provided and a best practice culture, in relation to Health and Safety, is promoted, by maintaining, evaluating and further developing risk assessment and operations manuals for Special School staff.
9. Identify training needs and provide required level of training for Special School staff, provide and develop and deliver food safety and health & safety training courses to external agencies and assist contractor in developing an effective training service within designated training kitchens in schools, monitoring and evaluating the effectiveness of the training, to ensure provision of high quality service delivery and compliance with internal procedures and statutory standards.
10. Provide advice in the form of a consultancy service to schools outside the catering, cleaning and waste contract, to enable them to achieve the service levels specified with their own contractors, within their own Service Level Agreements.
11. Attend appropriate meetings to report on service performance issues, innovation and producing report.
12. Assist the Business Development and Key Accounts Manager by inputting into the Business Development Strategy for those aspects relating to Classcare. This includes assisting with development of the short, medium and long term vision for Classcare and key milestones and methods involved in achieving these.
13. Carry out market analysis to support the promotion of the Classcare scheme. This would include researching other similar schemes (and how they work, are funded and promoted) and using this to work with the Business Development and Key Accounts Manager to shape and improve the Classcare offer, such that it delivers a quality service, growing customer base and commercial return.
14. Actively promote and market the Classcare scheme – this may include preparation of marketing material, attendance at promotional events and networks.
15. Agree Classcare sign ups and renewals with customers and ensure that terms, conditions and benefits are clearly explained.
16. Identifying the full cost of running the service (including administration and technical support) and develop appropriate pricing plans to recover these costs. Work alongside other customer facing staff to agree scope and pricing with customers.

17. Be the day the day contact for Classcare customers and suppliers – to deal with queries and complaints consistently, promptly and effectively, in line with Property customer care and supply chain management protocols and best practice.
18. Liaise with the suppliers of the Classcare service to promote excellent service delivery – this may include collating and reviewing customer feedback, reviewing KPIS and other indicators, identifying improvements to service and escalating key risks and issues to the senior management team where appropriate.
19. Work alongside the Property Commercial team to ensure Classcare invoices and payments are managed effectively. This may include regular meetings or dialogue with KCC Finance colleagues to review any obstacles or issues and take action to resolve these – for example by contacting customers in the event on non-payment or querying with suppliers the Classcare services delivered.

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

QUALIFICATIONS	Advanced Food Hygiene and Advanced Health and Safety qualifications and knowledge of the related legislation, City & Guilds 706 1&2, NVQ or equivalent professional catering qualification. A formal training qualification is desirable.
EXPERIENCE	<ul style="list-style-type: none"> ○ Catering experience in public and private sectors with a preferably in multi-site operations. ○ Experience in Kitchen management and implementation of quality standards. ○ Experience in undertaking QA programmes and providing written and verbal reports ○ Experience in contract management of other soft services in public and private sectors
SKILLS & ABILITIES	<ul style="list-style-type: none"> ○ A high level of organisational skills are essential, in order to plan and prioritise their own work, to meet monitoring targets, effectively project manage building works and respond promptly to urgent issues. ○ Computer skills covering Word, Excel and databases, in order to use Microsoft Office packages proficiently ○ Financial management
KNOWLEDGE	<ul style="list-style-type: none"> ○ Knowledge of current nutrient and food legislation. KCC Food Hygiene policy and procedures, School Meals Specification. ○ Needs to have knowledge of KCC procedures/policies relating to recruitment and selection and disability (DDA). Further H&S knowledge required in relation to works projects, eg Asbestos and CDM
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

	<p>Self-sufficient, taking personal and professional responsibility for actions; looking for ways to save money; looking for commercial opportunities, outcome focused.</p> <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>
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