

Property Maintenance Officer

Department: Infrastructure, Housing and Environment

Division: Property

Reports to: Property Maintenance Manager

JE Reference: IHE1070

Grade: 10

JE Date: 11/6/2021

Job purpose

Providing a comprehensive service for the effective maintenance, upgrading and modification of the Government of Jersey property assets and facilities, including preventative and reactive works to ensure that buildings and associated infrastructure within the public property portfolio are fit for purpose and meet safety standards and the needs of users and the general public, allowing the Government to meet its strategic objectives and run its services optimally.

Managing and delivering mandatory, cyclical and maintenance works on a business as usual or project basis, acting as business partner in the relationship with Government departments by providing expert advice, strategic support and challenge; championing innovative strategies focused on efficient and timely troubleshooting and resolution of property maintenance and management related matters that are aligned with the Directorate vision and the Government Public Estate and Asset Management strategies.

Job specific outcomes

Manage and deliver all mandatory, cyclical and reactive maintenance works related to the Government property portfolio, ensuring all required work is actioned in line with agreed SLAs between the Property Directorate and client departments. Manage all property maintenance and related management issues in accordance with established policies and procedure, ensuring high standards of presentation, safety and quality of environment for all users.

Lead, manage and control the delivery of minor property maintenance projects from inception to completion, in accordance with project briefs, budgets, approved timescales and relevant legislation and standards, ensuring effective and efficient information flows and commissioning of work as required; also, ensure that completed work is transferred into use in a safe and efficient manner.

Manage the delivery of maintenance work in compliance with all relevant legislation, bye-laws, Financial Directions and other relevant Codes of Practice to support the delivery of facilities management objectives.

Develop and implement service level agreements for maintenance and technical running purposes with building occupiers and facilities users, whether internal or external to Government.

Provide technical advice and input for planned preventative maintenance and upkeep of Government buildings and facilities in line with each individual department's service needs and objectives.

Work with user departments to produce project initiation documentation, business cases and procurement strategies, and prepare accurate specifications, drawings, quality designs, estimates and contract documentation for property maintenance related works; take the role of client and project manager ensuring a project delivery model and plan are in place; work collaboratively with and refer the refurbishment and major property modernisation work to the Design and Feasibility Team and Project Delivery team, fostering a synergistical working relationship across the Property Directorate, whilst undertaking a business partnering role for Government departments.

Organise and manage the control of materials and resources for internal building and facilities maintenance works programmes.

Carry out inspection ensuring that contractors' work progresses in accordance with statutory requirements and contract specifications and that timely corrective action is taken where outputs do not meet standards; ensuring proper governance is in place as required for accountability purposes and monitoring of work performance.

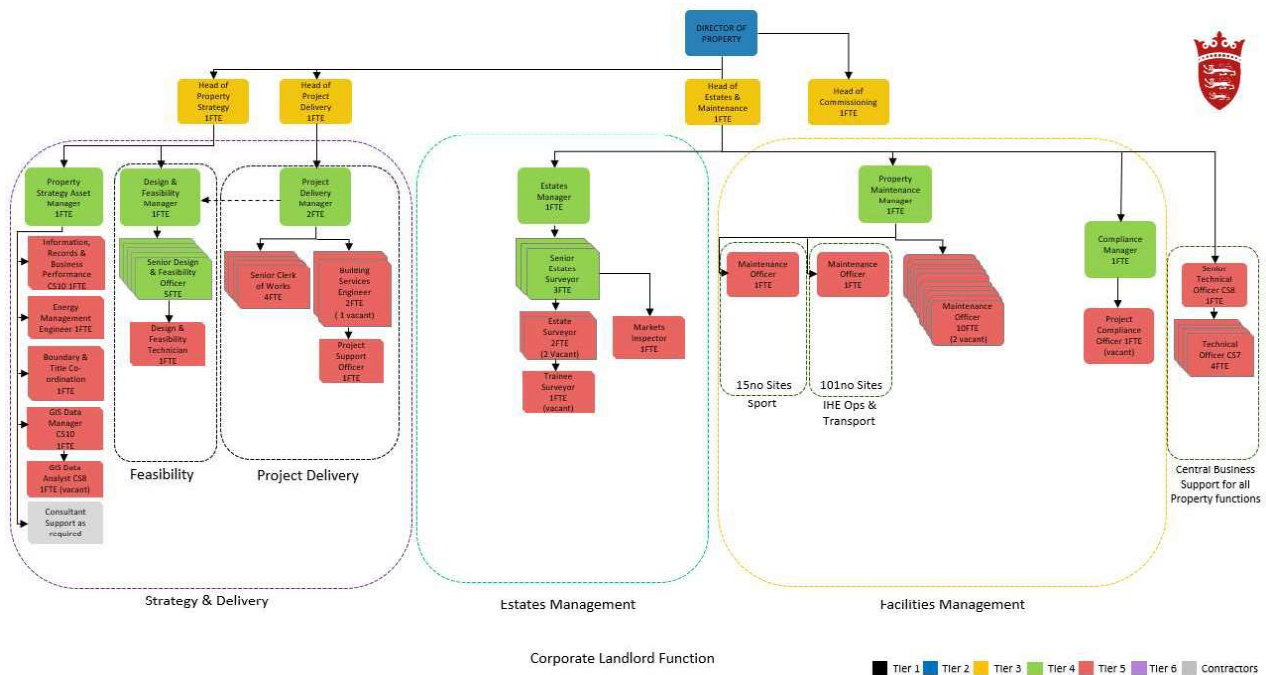
Manage all technical elements relating to safety of staff, customers and premises, undertaking risk assessments and ensuring all staff and stakeholders undertake the relevant training.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Corporate Landlord Function

Tier 1 Tier 2 Tier 3 Tier 4 Tier 5 Tier 6 Contractors

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>HNC or BTEC in Construction, Civil Engineering, Facilities Management or another Built Environment related subject or equivalent gained through significant practical experience</p> <p>Certified membership of a related professional body (e.g. IWFM)</p> <p>Project management qualification at Prince 2 Practitioner level or equivalent</p> <p>NEBOSH qualification</p>	<p>Level 6 degree in a Property, Built Environment or Facilities Management related subject or equivalent gained through significant practical experience</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of facilities management and built environment maintenance processes.</p> <p>Knowledge and understanding of industry standards related to safety and compliance</p> <p>Working knowledge of construction contracts, procedures and documentation, including procurement procedures</p> <p>Detailed knowledge of local, UK and other relevant legislation, directives, regulations and bye-laws with a comprehensive understanding of how they impact policy frameworks and practices.</p> <p>Ongoing Continuing Professional Development to remain up-to-date with the latest methodologies and industry research and best practice.</p>	<p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>Management reporting as it relates to this role.</p> <p>The departmental priorities, key objectives, risks and issues relevant to the department division and the role.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with ability to operate the Microsoft Office package.</p> <p>Ability to use Asset Management software</p> <p>Ability analyse and interpret architectural, structural and building services drawings</p> <p>Driving licence (Group B).</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g.</i></p>	<p>Strong relationship building skills</p> <p>Good planning and organising skills</p> <p>Excellent verbal and written communication</p>	

<p><i>effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>skills</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation</p> <p>Ability to communicate effectively to senior stakeholders and deliver key messages at a suitable level.</p> <p>Ability to influence and persuade a wide range of stakeholders in and outside the department.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Extensive experience in construction or facilities management.</p> <p>Experience in delivery against large budgets.</p> <p>A proven track record of achieving objectives on time.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities, attributes and behaviour indicators.

Organisational structure

