



JOB DESCRIPTION

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Service Delivery Administrator	Current Grade:	A003
Department:	Finance & Corporate Services	Area:	
Reports To:	Facilities Delivery Manager	No. of posts:	2
Level of vetting:			

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve.*

Support the delivery of an efficient, effective facilities support service to staff throughout BTP in relation to Finance & Corporate Services issues, as detailed in the Finance & Corporate Services Department Service Level Agreement.

C. DIMENSIONS OF THE POST: *The key statistics associated with the post.*

Financial – Direct or Non-Direct

The Force Facilities budget is in the order of £5.0M (2010/11). The post-holder has an indirect influence on where the discretionary elements of the budget are spent (ie costs other than rent, rates and running costs).

Staff Responsibilities – Direct or Non-Direct

Nil

Any Other Statistical Data

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver.*

Support the delivery of an efficient, effective facilities support service to staff throughout BTP in relation to Finance & Corporate Services issues, as detailed in the Finance & Corporate Services Department Service Level Agreement.

Assist in the management of all building maintenance, access control, M&E and HVAC Contractors. Responsible for managing, arranging and co-ordinating the maintenance work requested with the contractors and suppliers.

Deliver standardised processes and procedures for all facilities related activity for application across the whole estate (eg premises maintenance, health and safety, security, space management, room bookings) which ensure the effective running of premises.

Assist the Area based team generally in support of any Area based projects, schemes, liaisons etc, as part of an integrated and flexible team, as may be required and agreed from time to time.



Assist in the maintenance of day to day contact with premises users for any facilities related issues.

Assist in processes and procedures relating to premises aspects of Health and Safety and Fire Risk Assessment requirements.

Assist in the day to day control, management and monitoring of the premises budget, and the procurement and contract management for facilities purchases, in relation to paper, stationery, furniture, services, maintenance of the buildings and all soft FM areas.

Assist in the provision of the conference facilities, meeting rooms, buffets, audio visual equipment, and front of house,.

Assist in the scoping, planning and delivery of all space planning, office moves, relocation projects including the decommissioning of buildings and the closedown of contracts.

Assist in the management of the contracts for gas, electricity, cleaning, M&EE, waste management, statutory requirements, and any projects which relate to facilities services ensuring.

Assist in the application of Tender and Contract administration where required, and the management of the processes.

Provide a support capacity to the whole department, as may be required to respond to business pressures and priorities.

E. DECISION MAKING:

Make Decisions

The post-holder will be responsible for making day to day decisions on the approach taken to delivering an effective service to user's expectations.

Significant Say In Decisions

Decisions on how particular matters are resolved and delivered.

F. CONTACT WITH OTHERS: *The frequent contacts the post-holder has with others and for what purpose.*

Internal

Senior Managers within Finance and Corporate Services.

Senior police officers and managers

Health & Safety Managers, Occupational Health

Budget Holders

All police and staff within BTP.

External

Contractors and Suppliers

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria

Qualifications & Training:

Educated to GCSE level standard



Some practical experience of facilities management in a similar environment.
Experience of day to day customer care and support.
Excellent communication skills

Experience:**Skills:**

Good level verbal and written communications skills with ability to demonstrate excellent interpersonal skills.

Self starter, self-motivated with the ability to work under pressure, produce high quality work, and exercise both initiative and discretion.

Effective time management, prioritisation and organisational skills.

Flexible approach to work. Strong ability to work effectively towards business priorities without close supervision or direction.

Ability to work effectively in a busy environment. Owning and prioritising workload to deliver a high level of performance and accuracy is met and maintained.

Highly effective customer service skills.

Good IT skills.

Knowledge:

Knowledge of property related issues.

Desired Criteria**Qualifications & Training:****Experience:****Skills:****Knowledge:**

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

I. AUTHORISATION DETAILS:

Prepared By:

Date:

Area Commander / Andrew Clarke
FHQ HoD:

Date: 14/02/2011