



## ROLE PROFILE

|                        |                          |                 |
|------------------------|--------------------------|-----------------|
| <b>Post Title:</b>     | Estates Support Officer  |                 |
| <b>Grade:</b>          | LC5                      | <b>JE: 1848</b> |
| <b>Location:</b>       | HQ                       |                 |
| <b>Responsible to:</b> | Estates Building Manager |                 |

### Job Purpose:

To manage the day to day repair line, provide administrative support to the Estates Department and offer technical support to divisional repair & maintenance requests.

### Key Responsibilities:

**This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.**

- To support the Estates technical professional staff and Business Support teams by providing an efficient and cost effective first class reactive maintenance response service by interpreting requests for maintenance and allocating appropriate contractors in accordance with agreed technical and financial parameters and ensure appropriate records are updated and stored which will include following through requests to completion.
- The supports officer will manage the Estates repair-line a service provided between 8:30 – 17:00 five days a week. They will manage and monitor volume and patterns of reactive requests, analysis of the requests and performance monitoring of contractors attending within set parameters.
- To collate and interpret engineers reports ensuring that statutory remedial action is taken in accordance with agreed technical and financial parameters and ensure appropriate records are updated and stored in accordance with the appropriate legislative requirements
- To support, co-ordinate and liaise with Business Support teams and contractors in coordinating the statutory and non – statutory testing programme of works including maintenance schedules, arranging appointments and monitoring progress.
- Understanding, inputting and interrogation of relevant technical information used within the various CAFM systems to support the professional staff, including Energy Bureau, SMART meters, Estate Manager, Estate Terrier, AutoCAD & CAD Capture, and taking appropriate and timely action in accordance with agreed parameters and/or highlighting exceptions to the relevant professional staff as necessary

- Obtain meter readings from divisional compliance & facilities operatives and take responsibility for the management of taking meter readings across the county.
- In support of the professional estates team, proactively monitor and control estate related utilities and services and where applicable co-ordinate and undertake site audits as necessary to ensure accuracy and efficiency.
- Understand and interpret risk assessments & method statements submitted by contractors in order to raise a permit to work when necessary.
- To have an understanding of contract standing orders and financial regulations in line with public procurement directives in order to provide assistance and support to the professional staff in procuring service contracts and construction quotations and tenders
- Provide a high quality service to all stakeholders and customers by dealing with electronic, telephone and personal enquiries with efficiency, tact and diplomacy. Ensuring timely communication and documenting processes where required.
- To administer, process, code to the relevant budget and approve within agreed parameters the requisitioning of purchase orders, raise sundry debtors invoices for the department, raise cheques, check & batch gas, electric and water invoices.
- To undertake all other relevant administrative duties to support the estates professional staff as required in order to ensure the smooth running of the Estates Department including arranging meetings, venues, setting up VDI and minute taking.
- To participate in the Estates 'out of hours' on call rota.
- Work with customers and colleagues to ensure delivery of effective communication and management of expectations. Adopting a customer focussed approach.
- Demonstrate a strong commitment to delivering a high standard of service with an emphasis on Quality & Communication at all times
- To promote and comply with Lancashire Constabulary's policies on equal opportunities and health and safety both in the delivery of service and the treatment of others
- To be responsible for improving your performance by participating in the Professional Development Review (PDR) process with your manager
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post

### Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

**Resolute, compassionate and committed**

| Behaviour   | Level | To be Identified by |
|---|-------|---------------------|
| We are emotionally aware                            | 1     | Interview           |
| We take ownership                                   | 1     | Interview           |
| <b>Inclusive, enabling and visionary leadership</b> |       |                     |
| We are collaborative                                | 1     | Interview           |
| We deliver, support and inspire                     | 1     | Interview           |
| <b>Intelligent, creative and informed policing</b>  |       |                     |
| We analyse critically                               | 1     | Interview           |
| We are innovative and open minded                   | 1     | Interview           |

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

**Values :**

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

|                       |                     |
|-----------------------|---------------------|
| <b>Integrity</b>      | <b>Impartiality</b> |
| <b>Public Service</b> | <b>Transparency</b> |

**Qualification**

| Essential   | Desirable   | To be identified by          |
|---|---|------------------------------|
| Qualification in Facilities Management or a relevant estates related technical area equivalent to NVQ Level 4 |   | Application Form             |
|   | Qualification in relevant Health & Safety area e.g. IOSH and trained to issue Contractors permit to works | Application Form / Interview |

| <b>Knowledge / Experience</b>   |   |   |
|---|---|---|
| Experience in the use of and have comprehensive knowledge of Microsoft Office - in particular Word, Excel, Access and PowerPoint  |   | Application Form / Interview  |
| Experience of inputting, updating and maintaining computerised filing.  |   | Interview   |
|   | Understanding of working with a Computer Aided Facilities Management software system. | Application Form / Interview  |
| Knowledge and experience of property related issues in order to accurately redirect internal and external enquiries to the appropriate resource.                            |   | Application Form / Interview  |
| Experience of the production, and analysis of management information (EG graphs, tables, statistics) to support and inform management decisions                             |   | Application Form / Interview  |
| Experience of working in busy Estates Department with knowledge of planned and reactive maintenance processes   |   | Interview   |
| Experience of arranging, and undertaking the administrative functions associated with meetings and travel arrangements  |   | Application Form / Interview  |
| Experience of inputting, updating and maintaining computerised and manual filing and record systems   |   | Application Form / Interview  |
| Experience of working effectively on their own and as part of a team  |   | Application Form / Interview  |
| Experience in the administration and approval of orders, delivery notes, requisitioning and invoices  |   | Application Form / Interview  |
| Experience in communicating with internal colleagues and external associates by telephone and personal enquiries  |   | Application Form / Interview  |
| Promote and comply with our obligations under the Equality Act 2010, Data Protection and Health & safety legislation in the delivery of service and the treatment of others |   | Application Form / Interview  |
| <b>Other</b>  |   |   |
| An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.  |   | Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants |

|  |  |                              |
|--|--|------------------------------|
|  | Participate in an 'Out of hours ' emergency response service | Interview                    |
| Provide cover to the Estates help desk function each day between 08:30 – 17:00pm |  | Application Form / Interview |
| Able to demonstrate self-motivation and willingness to develop within the role   |  | Interview                    |
|  | Willingness to travel on Constabulary business as required   | Interview                    |

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

**Date last updated: 21 March 2019**