

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Service Contract and BEMS Co-ordinator	JEID	R0134
Salary Grade:	Grade I		
Team:	Engineering Maintenance		
Service Area:	Resources – Property Services		
Primary Location:	Shire Hall - Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Lead Engineering Maintenance		
Responsible for:	N/A		

Role Purpose

The Service Contract Co-ordinator (the post holder) will be responsible to the Team Lead Engineering Maintenance.

The Post Holder will be responsible for the administration, supervision, monitoring and performance management of the engineering service contracts for WCC's property portfolio

The Post Holder will work within a multi-disciplined team of professional engineers and maintenance surveyors.

To manage the day to day operation of Building Energy Management System (BEMS)

To operate and maintain the overall systems in order to provide agreed comfort conditions in the most energy efficient and cost effective way while keeping maintenance requirements to a minimum

Role Responsibilities

1. Administering equipment servicing contracts throughout the year. Assisting area surveyors with arranging urgent day-to-day contractor response.
2. Setting up and attending regular service contract progress meetings and producing monthly reports to identify potential expenditure and late running of contracts.
3. Pro-actively renew contracts and update specifications and documentation with technical assistance from engineering staff as necessary.
4. Modifying contract schedules to reflect changes in site equipment and issuing variation orders.
5. Transfer of services documentation into electronic files. Update and report on electronic asset register.
6. Checking service invoices and dealing with discrepancies.
7. Provide office and customer support and assist in the management of the JEL/TREND BMS system. Call upon the necessary area engineer or contractor for support following fault diagnostics, ensure remedial works take place and liaison back to the client.
8. Assist with the evaluation and selection of service contractors. Create and maintain performance indicators to enable effective monitoring of service received.
9. Control and Review the operation of the BEMS system on a daily basis and maintain overall effective operation of the system
10. Liaise directly with Properties staff to restore the operation of plant or issue instructions directly to Contractors to carry out urgent repairs
11. Review BEMS reports and exploit BEMS software, Panels Controls Wiring Diagrams and information to optimise building performance and improve energy efficiency, identify energy saving strategies and consult with the Corporate Energy Manager to make changes, monitor and report effectiveness of changes.
12. Proactively set up a programme and carry out audits of service contracts and contractors. Arrange and attend quarterly review meetings to chase contractors and assess audit results.
13. Assist with the monitoring of legislative requirements and liaison with the Property Support Group Risk Management function to ensuring ongoing and compliance with all statutory requirements.
14. Set up and continuously improve existing systems to ensure a dynamic updating system to capture new equipment installations and changes to site equipment.
15. Carry out such duties from time to time, within their competence, as may be directed by the Engineering Manager and Property Support Group Managers.
16. To undertake such other duties related to the work of the Council as may be assigned and which are consistent with the nature of the job, its level of responsibility and within the post holder's technical competence.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Qualifications:-	
Good Standard Level of Education in relevant subjects, 5 x GCSE's grade C or above including maths, English, science	A, I, D
HNC/HND (or equivalent) in Mechanical / Electrical Building Services Engineering or Minimum 3 years' experience of operation and interrogation of BEMS	A, I, D
Experience:-	
Experience of management and organisation of large volumes of data	A, I, D
Experience of dealing with customers and demonstration of customer care skills	A, I
Extensive experience of the Built Environment sector from one or more of: Client / Consultant / Contractor viewpoint. Minimum 5 years' experience.	A, I
Administrative experience within a building services environment	A, I
Experience of monitoring and performance management of a provider to deliver your requirements	A, I
Knowledge:	
An understanding of IT Systems, including databases, excel, lotus notes, email etc	A, I
The procurement and successful management of service contracts	A, I
High level understanding of BEMS systems. ie software, hardware, technical, logic and operation	A, I
Skills and personal qualities:	
Personal Drive – Ability to achieve results. The desire to work with minimum supervision and be strongly motivated to achieve a high standard.	A, I
Promote the services delivered by the section to current and potential customers, through email, phone calls and personal visits.	A, I
Planning & Organisation – self-disciplined and able to manage own time, to respond to changing priorities and workload and achieve targets. Ability to manage a wide variety of activities.	A, I
Communication – Ability to communicate effectively both verbally and in writing at all levels	A, I
Teamwork – Recognise individual responsibility to contribute to the performance and success of the team. Understand the needs of others.	A, I
Flexible – Maintain a high level of performance under changing conditions, tasks or people	A, I

Ability to travel effectively throughout the County to undertake and fulfil job requirements	A, I
The ability to advise customers on their statutory obligations to service engineering equipment, or to advise on routine maintenance to pro-long the life of the equipment and protect against malfunctions.	A, I
Special Conditions:-	
Physical requirements to undertake inspection of difficult access i.e. Plant Rooms, roofs, voids, basements etc.	A, I
Willing to complete a CRB disclosure application if offered the post	A, I, D

Desirable Criteria

Assessed By:

Experience of BEMS installations	A, I
Experience of Engineering Service Contracts	A, I
Experience of Public Sector Buildings	A, I
Experience of QA Systems (ISO 9001) and Experience of implementing processes and procedures	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis

☐ Driving HGV or LGV for work

<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	