Job Profile Information: **Commercial Officer (FM)**

**This supplementary information for Commercial Officer (FM) is for guidance and must be used in conjunction with the Job Capsule for Job Family Buildings and Structures at Job Level 3 Zone 1.**

**Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

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| To support Camden Facilities Management (FM) team in the successful provision of in house repairs and maintenance service to schools, children’s centres and other clients within the Council. The role will be responsible for tracking and reporting on operating expenditure, liaising with stakeholders, suppliers and specialist subcontractors to ensure that all invoices are posted on a timely basis in accordance with contractual terms and conditions agreed. The role will rely on excellent MS Excel skills to present trading reports in a facilities management environment. |

**Key aspects of the role:**

* Setting up new sub-contractors and suppliers in accordance with Camden procurement procedure.
* Running reports to identify all completed tasks and projects including all materials allocation and all associated eligible costs and recover the costs from stakeholders, on a regular basis.
* Preparing draft applications for payment ahead of the invoice cycle.
* Raising work instructions on the computer aided facility management (CAFM) / financial systems.
* Managing and prioritising workload to achieve contractual performance measures for invoicing and payments.
* Ability to understand trading impacts of the role and decisions made.
* Regular direct communication with stakeholders (schools, children’s centres etc.) contractors and suppliers to ensure timely invoicing cycle is met.
* Collate accurate management reports including all project costs on a monthly basis including ensuring accurate evidence of job costs, liaising with both in house and specialist sub-contractors, where required.
* Analysis of job history / running reports to ensure accurate operating expenditure and recharges to stakeholders.
* Checking jobs sheets against job costs to ensure all times / cost have been accounted for.
* Respond to general subcontractor queries.
* Ad hoc administration duties as required to support the smooth running of the back office function.
* Escalate any complaints as required and support continuous improvement activity to reduce levels of customer complaints.

**Example outcomes or objectives that this role will be responsible for delivering:**

* Ensure delivery of the repairs service is met in line with Camden’s Customer Service Standards.
* Proactive working with suppliers, schools and specialist sub-contractors to ensure repairs and planned preventative maintenance (PPM) costs are allocated efficiently, taking ownership of the whole process, using a robust and pro-active approach to trading account.
* Ensure that all payments and income are processed on time and any trading impact reported to senior managers.
* Ensure all payments are in accordance with Camden Financial Regulations and scheme of delegation.
* Ensuring that the CAFM system is updated at all times and information is ‘live’.
* Contributes to increase customer satisfaction with repairs service.
* Risks are reported and escalated appropriately; for example, to ensure that every possible action is taken to recover costs from stakeholders and payments made to the contractors.
* Financial compliance issues are recognised, resolved or escalated.

**People Management Responsibilities:**

No management responsibilities.

**Relationships and accountabilities:**

* The post holder is wholly accountable to senior management for the areas of responsibility assigned to them – which will be a combination of service standards and relationships with schools, and cross-service objectives.
* The post holder will work closely with engineers, support staff, contractors, suppliers and schools, building trusting relationships with them by consistently delivering on promises, being sensitive to their needs and presenting a balanced view.
* Communication with engineers, specialist sub-contractors, suppliers, schools and will consist of real time allocation of materials, progress updates and information gathering during progress and on completion to update the repairs IT systems.
* The post holder will be required to work closely with Repairs Team Supervisors, management and the specialist sub-contractors to ensure that materials are correctly allocated and stakeholders are charged appropriately as part of the invoicing process.
* Provide a service focussed on delivering a high quality customer experience to ensure the repairs service is responsive to the needs of Camden’s educational establishments, internal and external stakeholders.
* As a member of the Camden FM Team the relationship is one of working together to identify opportunities for improvement, finding ways to implement these and monitoring their success.
* Regular contacts include: head teachers, school site officers, heads of service and other service managers in both Property Management and across the Council and contractors.
* The post holder needs to be able to write and speak in style and with conciseness, clarity and focus which communicates effectively to the situation and audience. They need to be able to build support for maintenance standards and practices by building strong relationships with schools, contractors and officers, and in turn supporting them in their objectives.

**Work Environment:**

* The post is mainly office based although the post-holder may be asked occasionally to visit sites to see business managers and explain the basis of the recharges / invoicing. The post will involve regular pro-active contact with schools and children’s centres in relation to invoicing and queries.
* The responsive repairs environment is high volume, fast moving and can be high pressure. Being flexible and adaptable is vital as priorities change regularly during the working day. Accuracy is essential to keep information up to date in real time.
* The service to stakeholders operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday. The post holder is required to work flexibly to manage and support service delivery between these hours. This may include changes to working times / patterns in order to deliver an effective service.
* The post holder will operate within a complex and occasionally sensitive framework, and confidentiality and discretion must be observed at all times.

**Technical Knowledge and Experience:**

* Good understanding of facilities management business.
* Understanding of service level agreements, service targets, objectives and key performance indicators.
* Good working knowledge of the repairs process in particular charges to the stakeholders.
* Ability to work under pressure and meet tight deadlines.
* Good understanding of end to end responsive repairs systems and building related health and safety and costing.
* Experience of working in a multi-disciplinary team, dealing with specialist sub-contractors and trade contractors in a high volume responsive repairs environment.
* Experience of collating and inputting high volumes of information accurately.
* Experience of allocating fast turnaround work in a flexible and changing environment.
* Experience of tracking longer term work to completion and recharging stakeholders accurately.
* Must be proficient in using Microsoft Office Packages including Word, Excel and PowerPoint.
* Excellent communication skills and working as a team.
* Good understanding of asset or facilities management (CAFM) databases and systems.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit by clicking HERE