

JOB DESCRIPTION

Job Title:	Monitoring Officer	Grade:	SG6
Department:	Estates & Facilities	Date of Job Evaluation:	5 th March 2021
Role reports to:	Head of FM Contracts		
Direct Reports	None		
Indirect Reports: Other Key contacts:	Technical Monitoring Officers Director of Estates and Facilities Estates & Facilities Colleagues University Executive Stakeholders Contracted Service Providers		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

As part of the Estates and Facilities Delivery Team the Monitoring Officers will provide effective support to the Head of FM Contracts on a day-to-day basis. The principal responsibilities of the post will be to ensure the department of Estates and Facilities is strategically focused to support the University's key corporate objectives in the development of the estate and its services by ensuring robust and efficient systems and processes are in place and maintained at all times.

DUTIES AND RESPONSIBILITIES:

- To assist the Head of FM Contracts in carrying out and monitoring the aims and objectives of the Estates and Facilities Directorate ensuring service standards and customer expectations are met and service levels are always maintained.
- Develop and maintain a robust monitoring and evaluation system that will ensure tracking of project results at different levels (outputs, outcomes and impact).
- Monitor, control, co-ordinate and undertake audit function the performance of Estates & Facilities Management sub-contracted services including, but not limited to, grounds maintenance, manned guarding, car park management, transport, internal cleaning, window cleaning, pest control, waste management and recycling; Ensuring compliance with the specified terms of contract, service level agreements and sustainability targets (where applicable).
- Review monthly progress reports and flagging any operational issues and risks.
- Coordinate assessments, performance evaluation tasks including planning and reporting on the same.
- Provide general administrative support in the operation and day to day running of the Contracts team by ensuring the Head of FM Contracts and the Technical Monitoring Officers have the resources and equipment they need to undertake their role at all times, including diary management and taking telephone messages.
- Liaise with contractors, customers, project staff, agent groups and external support providers regarding the provision of services to the University.
- To act as Secretary for board meetings including preparing and disseminating papers, contributing to meetings and taking minutes.
- To collect, manage data and write reports for regulatory and internal reporting and monitoring purposes, liaising with external regulatory bodies, agent groups and service providers as required.
- Monitor the day to day expenditure, ensuring value for money and reporting on this.
- Monitor and file documents and papers both in a paper and electronic format.
- Monitor deadlines and ensure target dates are met.
- Contact and liaise with external contractors as necessary in order to arrange provision of costs, services or goods; raise requisitions, purchase orders and invoices; pay and reconcile invoices; deal with account queries and set up new suppliers as and when required.
- Respond to enquiries from a range of stakeholders/colleagues in a timely fashion.

- Plan and co-ordinate internal moves with schools and offices as required
- Assist Facilities Management colleagues in the planning, co-ordination and delivery of projects as required.
- Lead responsibility for investigating and completing incident forms
- Assist with Health and Safety and site inductions.
- Act as a safety and fire warden.

KEY ACCOUNTABILITIES:**Team Specific:**

- Support the delivery through sharing knowledge and providing support to team members as required.
- Responsible for collecting and disseminating information.
- Assist with the maintenance of documentation and records in accordance with quality standards & agreed repositories are kept up to date.
- Maintain an excellent working knowledge of policies and procedures.

Generic:

- Liaise with external agencies and organisations, as appropriate, on the university's behalf.
- To foster relationships and contact networks amongst peers across the sector.
- Actively monitor performance of consultants & contractors to meet the University's requirements and provide recommendations/reports on action required to ensure university interests are protected.
- Proficient use and operation of bespoke IT packages used by FM Office.
- Contribute to cross-functional team working with other Facilities Management Staff.
- Attend and positively contribute to Facilities Management team meetings and activities.
- Actively seek ways and methods to improve and enhance the student and customer experience.
- Always have regard for health, safety, and security of all personnel, students and visitors.
- Ensure all accidents and incidents are reported in the appropriate format and investigated as necessary.

Managing Self:

- Work to deadlines.
- Respond to enquiries in a timely and effective manner.

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security
- Ensure compliance with Health & Safety regulations
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

Additional Requirements:

- Any other duties as appropriate to the post and grade.
- A willingness to travel between the three campuses, network and promote the University of Greenwich.
- To undertake training and development opportunities.

KEY PERFORMANCE INDICATORS:

- Contribution to delivery of Estates & Facilities Operating Plan through effective teamwork.
Levels of customer satisfaction (measured by surveys, customer feedback, complaints).

PERSON SPECIFICATION	
<p>Essential</p> <p>Experience</p> <ul style="list-style-type: none"> • Extensive experience of managing directly employed and subcontracted staff and setting and monitoring performance standards • Service delivery and performance auditing and reporting • Experience of working in a customer focused environment and demonstrable understanding of efficient, effective and customer-oriented services supervision, organisation and monitoring • Demonstrate experience to a commitment towards continual improvement and service delivery • Excellent communication skills, IT literacy, time management skills, attention to detail, as well as the ability to work as part of a team with diverse responsibilities <p>Skills</p> <ul style="list-style-type: none"> • Detail and accuracy • Customer focus • Excellent Interpersonal skills • Excellent verbal and written communication skills • Literacy • Numeracy • Teamwork • Auditing • Microsoft Office Suite to good standard • Proactive approach • Tact, discretion and diplomacy • Flexible approach to working hours • Good level of knowledge regarding Health and Safety Legislation • Good level of understanding of Facilities Management function • Understanding of access control systems <p>Qualifications</p> <ul style="list-style-type: none"> • GCSE A-C grade in English, Maths and ICT or equivalent. 	<p>Desirable</p> <p>Experience</p> <ul style="list-style-type: none"> • Previous experience of working in Higher Education Sector • Previous experience of working in a Facilities management environment • Advanced auditing and reporting <p>Skills</p> <ul style="list-style-type: none"> • Microsoft Office Suite to advanced standard • Advanced level of knowledge regarding Health and Safety Legislation • Advanced level of understanding of Facilities Management function • Purchasing <p>Qualifications</p> <ul style="list-style-type: none"> • BIFM level 4 or above or equivalent • First Aid • Manual Handling • IOSH Certificate in Managing Safely or equivalent • Legionella awareness or equivalent • Asbestos awareness or equivalent <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the <u>values</u> of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity