

Role Description & Person Specification

Properties Administrative Officer – Department of Infrastructure – 2 Year LTA

Shared Services Division

What will you do?

The job holder will be a key member of the Shared Services administration team, providing essential services to senior staff, property and facilities managers and technical staff.

- Identify and support the Properties Managers and Facilities Managers with any overdue or outstanding tasks within the Concerto CAFM system are dealt with along with any client concerns and enquires and any these issues are dealt with efficiently and promptly.
- Ensure that customer care and the Division's service delivery standards are achieved.
- Ensure that all reactive and planned tasks are properly recorded in the Concerto CAFM system and kept up to date.
- Work as part of a team to ensure that the Division's purchase invoice administration procedures in support of the Properties and Facilities Managers are adhered to in a timely and efficient manner.

What does that involve?

Properties Administration

As part of the team, you will provide proactive support to the Properties and Facilities Management team in collation of documentation for procurement and delivery of reactive, planned works and statutory servicing regimes. Ensuring high levels of service levels are met by displaying a high level of customer focus. You will be entering maintenance requests into the Facilities Management system (currently Concerto) maintaining a high level of accuracy.

General filing & document retention policies

Keep servicing files and procurement documentation (both paper and electronic) organised and current whilst adhering to GDPR and data protection guidelines making sure that documents are stored and labelled correctly for later use

- Scanning and accurately logging service reports into Concerto CAFM system and relevant property files.

Maintenance Contracts

As part of the team, help facilitate the renewal of service contracts, liaising with both department budget holders, facilities and property managers and contractors to ensure that contracts are approved and in place in a timely manner. Keep records and files up to date.

Financial Administration

Accurately log inbound & outbound invoices; matching purchase orders with invoices checking that they are coded correctly and are in line with financial regulations. Prepare and post the monthly purchase card journal and administer weekly and monthly timesheets as and when required. Assist with maintaining the Division's project codes in the Government accounting system (Axapta).

Property Asset Management

Maintain the Property and Asset Management databases. Update assets and planned tasks in the Facilities Management system (currently Concerto).

General Administration

Provide administrative support to facilities and property managers and foremen, assist the Properties team with ad hoc administrative tasks as required.

Work as part of the team to undertake ongoing reviews of current practices to become a lean and efficient service with continuous improvement and ensuring procedures and processes are kept up to date. Provide cover in the absence of other team members.

This job description is intended to be a guide to the general scope of duties and not a rigid inflexible specification and should be reviewed and amended accordingly, in line with the provisions of the Performance Development and Review Scheme

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews. Regular meetings should be held with the line manager and a six-monthly interim review will be held. A Personal Development Plan will be agreed specifically designed to deliver the aims and objectives of the Shared Services Division.

Service Delivery

The post holder will be accountable for the delivery of the responsibilities of the section in accordance with the Department's resources, policies and procedures.

Provision of Advice

The post holder will be a source of information and advice to the Facilities Management Team and the wider Shared Services Division regarding the management of and progress with current projects which form part of the Facilities Management office's responsibility.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Officer of the Department.

Reporting Framework

The post holder reports to the Business Services Manager

The Business Services Manager, as Line Manager, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme. The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual: Personal Delivery Plan and a Personal Development Plan are agreed with the post holder; Review and assessment of the post holder's performance and competency/behaviours is made; and Performance and Development Review meetings are conducted.

Staff Management

No direct line management.

Integrity

As an appointee of the Department of Infrastructure, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Government and client information and business and to uphold such confidences.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Has open conversations	E	Interview
Addresses the issues	E	Interview
Builds supportive relationships	E	Interview
Is professional and credible	E	Interview
Some knowledge or experience of Government administration procedure	D	CV/Interview
Some office experience	E	CV/Interview
Working knowledge of Microsoft Office programs including Excel, Word and Power point	E	CV/Interview
Previous experience of the use of ERP – Enterprise resource planning systems	D	CV/Interview
Previous experience dealing with Properties Maintenance in an administration role	D	CV/Interview
Capability		
Future focused	E	Interview
Good attention to detail	E	Interview
Experience and ability to work as part of a team and in a customer service environment	E	CV/Interview
Makes considered decisions, thinking about the wider implications.	E	Interview
Encourages innovation and supports change	D	Interview
Clear and fluent in oral and written communications	E	CV/Interview
Character		
Excellent organisation skills	D	CV/Interview
Ability to provide accurate and timely information	E	CV/Interview
Makes decisions and is prepared to act on own initiative.	D	CV/Interview

Has the ability to work under pressure and have a flexible approach.	E	CV/Interview
Trust and is trusted	E	Interview
Has positive energy and drive	E	Interview
Other requirements		
Isle of Man Worker	D	CV/Application form