

Post Specification

Post Specification - Key Information

- **Post Title: Building Management Assistant**
- **Date: May 2025**
- **Post Group Number: 6844**
- **Job Family: Resources**
- **Job Family Role: BS6**
- **Final Grade:6**

To be read in conjunction with the job family role profile.

Service Area Description

This is a key post within the Capital Programme & Property Directorate the team is directly responsible for the delivery of Westmorland and Furness Council's capital programme approx. £120m p.a. and the management of the Corporate Landlord function. Supporting a diverse range of front-line services and back office functions including Children's Services, Adult Services, Highways, Corporate Buildings and Fire Service.

Purpose of this Post

To deliver an effective and professional helpdesk facility to capture requests for reactive repairs and other appropriate works requests, monitoring agreed activities to achieve Corporate Landlord goals and that they are delivered across the Property Portfolio in line with the Strategic Asset Management Plan and Service Level Agreements.

Key Facts and Figures of the Post

1. Provide electronic and telephone helpdesk facilities for users of all council and agreed external buildings. To receive requests for all appropriate works; taking responsibility for determining the prioritisation of such requests in line with the pre- determined priorities agreement.
2. Offer guidance and challenge where appropriate on non- compliant requests from all building users, there by supporting the re-shaping and investment of the Corporate Portfolio in line with Corporate Strategies. (Service and Area Planning reviews.)
3. Liaising with approved contractors placing orders for the delivery of all agreed reactive, planned preventative and statutory maintenance/ testing. Liaise with appointed Contract Administrators to ensure that all properties are maintained to comply with the latest legislation, policies and procedures.
4. Liaise with and support the Occupational Therapists/Social Workers with the implementation of all Minor Adaptation requests by understanding the Minor Adaptation requirements and applying the correct Schedule of Rates.
5. Monitoring all aspects of order requests from onset to completion. Undertake cross checks and balances and ensuring all relevant paperwork is captured, there by maintaining an up-to-date property database for all Corporate Buildings.

- **Staff Management Responsibilities:** Provide instruction guidance and training for colleagues on areas of work as necessary.

Essential Criteria

- Good standard of education. NQF or NVQ Level 2 or 3 or relevant demonstrable experience.
- Awareness of relevant maintenance legislation, processes and procedures
- Working knowledge of performance indicators and service level agreements
- Awareness of quality assurance procedures.
- Experience of provision of helpdesk facilities, and relevant administration experience.
- Record of managing positive customer relationships.
- Analysis and interpretation of financial and statistical information.
- Computer literate in MS Outlook/Office Suite, competent with spreadsheets and databases.
- Effective communication and interpersonal skills, ability to deal with difficult people.
- Organised with an ability to prioritise and meet deadlines

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** n/a
- **Physical Demands:** n/a
- **Working Conditions:** n/a

Other Factors:

n.a