

Job Description

Job Title: Contract Support
Reports To: Account Director

Job Summary

To work as part of our central team supporting various managing agent and client direct contracts. You will be visiting sites on a weekly rotation, supporting contracts and accounts managers with adhoc requests in line with the contract requirements.

General Duties:

- Taking calls/ email requests regarding facilities and maintenance issues.
- Logging all incoming tasks from the client helpdesk team.
- Updating and closing out all client and tenant calls in line with agreed contract SLAs.
- Scheduling sub contractor visits as per planned dates.
- Obtaining sub contractor reports following planned visits.
- Quoting all follow on works and tracking.
- Issuing daily 'open' helpdesk report to supervisor, manager and area manager to track open calls.
- Raising purchase & service orders.
- Ordering of parts and materials.
- Understanding delivery times and supplier attendances and tracking through the CAFM system.
- Issuing PPM tasks from Concept Evolution through to engineer's PDAs and Supervisor/ Manager inbox for scheduled supplier visits.
- Tracking PPM volumes weekly and issuing summary report to supervisor, manager and area manager to track open calls.
- Preparing reports and documentation for weekly and monthly reports.
- Working closely with the client and meeting them regularly to discuss the delivery progress.
- Updating electronic records – including company and client-based systems.
- Updating & closing out of PPM records.
- Communicating effectively with client, customers, subcontractors, suppliers and engineers to ensure high levels of communication is achieved to deliver occupier experience in line with the clients and Platinum standards.
- Managing WIP and preparing weekly/ monthly invoicing.
- Collating timesheets from the engineers
- Providing a high level of customer service at all times.
- General administration to support the team.

General:

- To be a 'team player' within the company.
- Helping colleagues, as and when necessary, especially to meet deadlines.
- Contribute effort towards Company Vision and Mission and observe Company values when actioning your objectives.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Platinum Facilities as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Company procedures and policies and current legislation.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Quality:

The post-holder will strive to maintain quality within the Company, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Effectively manage own time, workload and resources.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Platinum Facilities Health & Safety Policy, to include:

- Using security systems within the workplace according to Company guidelines.
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Reporting potential risks identified.

Confidentiality:

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, careers, colleagues, other healthcare workers or the business of the Company may only be divulged to authorised persons in accordance with the Company policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Note:

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.