



Baltic Creative CIC
49 Jamaica Street
Baltic Triangle
Liverpool
L1 0AH

Monday 8th January 2018

JOB DESCRIPTION

POST: Facilities Management Officer (FMO)
LOCATION: Baltic Triangle Area (various buildings)
RESPONSIBLE TO: Managing Director (MD)
SALARY: £22,000 per annum. 25 Days Leave, flexible working hours, pension.

JOB OUTLINE

We are looking for a dynamic, enthusiastic, and customer focussed person who will be responsible for ensuring the effective delivery of a wide range of day-to-day building management activities: asset management roles including site Fire Safety, site Health & Safety, Security, Cleaning Management, procuring and overseeing repairs and maintenance from inception to completion.

This is a challenging position requiring a technically competent person who has some experience of commercial property management, is commercially aware, pro-active and tenant focused.

The Facilities Management Officer (FMO) role will be responsible for the operational delivery of re-active repair works, developing stock condition / PPM information, financial reporting and contract administration. You will also have a comprehensive knowledge of all relevant construction health and safety legislation.

Project work and any other additional duties will be undertaken as directed by the Managing Director (MD) and Operations Manager (OM).

JOB FUNCTION

The FMO is expected to demonstrate a positive, can do attitude and will promote Baltic Creative as a forward thinking, dynamic and ethical provider of Property Services to its Creative & Digital community.

The FMO will be required to use their own initiative to manage their own workload. They will also have excellent IT skills and be proficient in a range of IT software packages.

The FMO will take a strategic overview of the management of our stock and plan effectively to ensure that operational services run smoothly. This role outline is therefore not comprehensive and may if necessity be varied from time to time.

The FMO will be responsible for the following key functions, which will be carried out in line with established good practice and Baltic Creative CIC policies and procedures:

1. Advise and assist the MD and OM on property investment legislation, regulation and policy and good practice.
2. Maintain a comprehensive knowledge of all relevant legislation impacting commercial property management, regulation, policy and good practice and ensure compliance.
3. To assist with the development and maintenance of a strong tenant base specifically in Facilities Management matters, but also generally.
4. Contribute to the design, development and implementation of corporate strategies in order to achieve the objectives set out in Baltic Creative CIC Business Plan.
5. Be responsible for the day-to-day delivery of reactive repairs and investment services as per our obligations within Lease / Contract Agreements including the establishment and achievement of performance targets.
6. Hold day-to-day responsibility within the team for making your own informed decisions, referring any policy issues to the MD.
7. Develop and maintain effective systems of performance reporting for property investment and reactive repairs services, gas safety and electrical servicing, fire risk assessments, asbestos management and legionella surveys.
8. Research and develop the use of appropriate procurement frameworks / routes in response to new products, trends and practices arising within the sector which will serve the growth of Baltic Creative.
9. Develop and contribute to the co-ordination and implementation of service improvement plans.
10. Day-to-day duties include:
 - a) Respond to emergency works and repairs ensuring contractors deliver works to the time, quality and cost we would expect and have planned for in budgets.
 - b) Undertake property inspections (whenever required), preparing when possible specifications and tender documentation and negotiate works / costs with Contractors for approval with the MD / OM.
 - c) Carry out daily site visits to ensure buildings are meeting their Legal Requirements in relation to Fire Safety & Health Safety and support tenants wherever possible to help them meet their legal responsibilities.
 - d) Carry out weekly fire systems checks and log accordingly, carry out twice yearly fire evacuation drills and ensure all Fire Risk Assessments are up to date and works are planned, programmed and costed.
 - e) Develop with the MD & OM Annual Service Charge Schedules and associated works and contracts with suppliers to deliver the full raft of SC Services.
 - f) Prepare Cost Estimates for all works / when required.
 - g) Oversee and manage daily: Cleaning Contractors & Security Contractors
 - h) Oversee and manage daily - Hard Copy & Digital Filing Systems to ensure workload is managed seamlessly.
 - i) Be on-call to respond to emergency call outs ensuring your time is returned in lieu.

h) Daily Project Management, Co-ordination and Contract Administration

J) To monitor the market place in respect of information technology systems and software which may be of benefit to Baltic Creative CIC and to advise accordingly .

11. Liaise with Tenants and Contractors to ensure that effective day-to-day repairs and property maintenance services are delivered. This will include the inspection, ordering and supervision of repairs and advising tenants when it's their responsibility!
12. Ensure that appropriate service contracts are awarded and the delivery of services is monitored.
13. Develop, Co-ordinate and implement a Baltic Creative Contractor Review process.
14. Co-ordinate, investigate and respond to tenant complaints regarding reactive repairs and investment services.
15. Work collaboratively with BCCIC Staff, North West Housing Services (FM Support) and Finance teams, to set budgets and deliver planned Service Charge works & services, investment and cyclical programmes to achieve Value for Money.
16. Develop, co-ordinate and implement a stock condition survey utilising the appropriate software to maintain, update and manage the estate. Produce scheduled and ad hoc user-friendly reports for Board.
17. Prepare reports and attend Board meetings as and when required.
18. Demonstrate a professional approach and adhere to the Baltic Creative CIC Code of Conduct and represent and promote Baltic Creative CIC best interests at all times.
19. Ensure clear and effective communication with colleagues and external agencies.
20. Work closely with tenants and other professionals to facilitate and maintain positive and productive relations
21. Promote a caring, helpful and unbiased attitude towards all staff, tenants and the general public and maintain an impeccable standard of honesty in all such dealings. In particular, ensure all aspects of Baltic Creative customer care standards are achieved.
22. Carry out any duties of a similar nature as instructed by the MD and OM when applicable.
23. To take own instructions from tenants and seek guidance from the MD and OM where appropriate. This post frequently requires work outside normal office hours. The organisation operates a flexible working time system and the FMO role will work to this policy.