

JOB DESCRIPTION

JOB TITLE: Contract Support Administrator

LOCATION: Ruislip Office

REPORTING TO: Administrator Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

To provide high quality, professional administrative support to the business. To work alongside the Operations and Finance Support teams to maintain administrative systems, ensuring compliance with legislation and company procedures.

Main Duties & Responsibilities:

- Take responsibility for Compliance and Reactive job administration duties for assigned Buildings.
- Daily monitoring of PPM completion in line with the PPM planners, and to ensure SLAs and KPIs are met.
- Produce, weekly and Monthly reports on any outstanding PPM's Statutory and Non-Statutory.
- Plan engineer's PPM jobs, booking engineers onto site by liaising with Customers and assign on IBMS.
- Assign specialist subcontractors and provide confirmation of their attendance to site.
- Ensure the relevant statutory certificates are received, checked for accuracy and the customers systems are updated and document loaded and processes followed.
- Responsible for liaising with the Sub Contractors to ensure their PPMs are completed by due dates and the certification is received within SLA.
- Ensure RAMS are provided for attendance to site.
- Issue annual purchase orders to the Sub Contractors for specialist PPMs.
- Ensure annual Subcontract Insurance Policy, Health & Safety/Environmental Policies are updated annually (Jan to Dec)

- Ensure that Subcontract PPM Risk and Method statements are reviewed and signed annually
- Review Subcontract Periodical Planners for accuracy and amend where necessary.
- Annually rollover the Periodical contracts and agree sub-contractor costs for the year with Contract Manager.
- Work closely with the customer to achieve KPI levels on compliance.
- Liaise with the Contract Managers and Engineers to ensure any issues are resolved and we are compliant. • Deal with any failures on the certificates ensuring remedial works are arranged and quotes obtained to resolve the issues.
- Monitor the Shared e-mails and system to ensure all reactive calls are responded to and attended within the SLA. Raise new reactive calls through the ABM portal in accordance with SLA's
- Manage out of hours call out issues and ensure completion of job and relay updates to customers and Contract Manager
- Ensure IBMS/Portals are updated in a timely manner providing updates on the jobs until completion
- Keep the customer updated on all reactive calls until completion
- Ensure the customers CAFM system is updated in a timely manner and inline with their procedures and expectations. Systems such as Elogbooks, Riskwise, Concept.
- Ensure customer satisfaction is high and internal dashboards are utilised
- Attend weekly and monthly customer meetings when required with the Contract Manager and to ensure all jobs are being completed efficiently.
- Prepare Quotations in line with SLA agreement for breakdowns/ Extra works and Projects via IBMS Contact Suppliers for quotations
- Place Orders to Suppliers/Subcontractors for PPM activity/Breakdowns/Extra works and Project works
- Prepare Monthly Report in line with the Contract Requirements
- Manage Works In progress (WIP) in a timely manner and liaise with ABM Finance team
- Liaise with Engineering teams on the contract providing supporting detail for Site Log Book completion

Person Specification:

Essential

- Experience of working in an FM administration environment
- Have a good understanding and experience of finance and WIP management
- Worked in a fast-paced team with the ability to remain calm under pressure
- Outstanding communication skills both internal and external
- The ability to effectively prioritise your workload and build relationships with key stakeholders. Excellent attention to detail and ability to follow process
- A proactive/can do attitude to work
- The ability to work on own initiative and take full ownership of role

Desirable

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.