

Operations & Compliance Co-ordinator

Job Title:	Operations & Compliance Co-ordinator
Department:	Capita
Reporting to:	Regional Manager
Responsible for (staff):	Not Applicable
Location:	Site based – Sand Hutton, York, YO41 1LZ
General Purpose of Role:	To ensure that the CAFM system is operated on a day to day basis to ensure that all Reactive & PPM tasks are issued and closed down in a timely manner. To support the site statutory compliance performance. Ensure all quotes and PO's are issued and captured on the clients cost tracker

ACCOUNTABILITIES

- Assign PPMs to Arcus Technicians and contractors
- Arrange for contractors to attend site for PPM and reactive works, collate RAMS and Insurance documents, book in through helpdesk
- Arrange contractors to attend site for remedial repairs/liaise with the client for access/request RAMS/book in through helpdesk
- Monitor the CAFM system and assign HD jobs to Arcus Engineers or contractors
- Raise OOH jobs through the helpdesk and close down
- Schedule AHU maintenance, by working liaising with the client and Arcus managers
- Liaise with Client end users for convenient dates for access of other planned works
- Schedule works for Arcus engineers on the CAFM system
- Obtain quotes from contractors for repair work/new works/quoted works
- Raise quotes on the CAFM system and send to the client for approval
- Keep clients quotes tracker updated
- Raise PO's for materials, contractor labour, and from quoted works
- Monitor contractor compliance,
- Arrange contractor attendance by due date
- Upload compliance documents to the CAFM system,
- Update compliance tracker,
- Raise remedial works for contractor PPM or statutory testing, if required
- General office work & filing of documents
- Assign works to Admin apprentice
- Monitor output and quality of work
- Mentor & coach Admin apprentice
- Ensure Admin apprentice completes portfolio of competence in a quality manner
- Ordering of tools, materials, uniform and stationary

KNOWLEDGE AND SKILLS

Specific Qualifications:

- 5 GCSE's including English and Maths

Experience

- Understanding of supporting FM maintenance teams desirable

Knowledge

- Computer literate –Microsoft Office package
- Able to access CAFM system using the IT hardware provided

Skills Competence

- Excellent Customer Service skills
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn
- Enjoys working with people

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- DBS (Disclosure and Barring Service) check is required for the Sand Hutton site