

JOB DESCRIPTION

Job Title: CAFM Manager
Department: Facilities
Reports to: Maintenance Manager
Direct Reports: None
Location: Lingfield, Surrey
Salary Banding: 22 to 24
Hours of Work: 37 per week

Company Information

Young Epilepsy is the only UK charity dedicated to creating better lives for children and young people with epilepsy and related conditions and is based on a beautiful campus in Lingfield, Surrey, providing world class services.

Job Purpose:

The CAFM (Computer Aided Facilities Management) Manager will manage and develop the CAFM system and provide CAFM reports, maintain accurate records, undertake regular archiving of records and provide quality assurance support to the Facilities Department.

The role seeks to support the Facilities Department in the day-to-day operations of the Facilities Department across the 65-acre campus in 80 occupied buildings.

Key Responsibilities:

Overall Responsibilities

Workload monitoring, planning and scheduling

- Continuously monitor CAFM Helpdesk list for incoming work requests and ensure that:
 - The Service Level Agreement (SLA) priority assigned by the Helpdesk is justifiable, given the work content details and change if required
 - The work content details give sufficient information for the work to be effectively carried out
 - Duplicate work requests are eliminated where possible
 - Work orders are created from call requests
- Continuously monitor the work order list on CAFM ensuring that:
 - Work orders are batched into skill and location groups to ensure the most effective and efficient service delivery that helps achieve Key Performance Indicator (KPI) priorities and SLA time lines set against each job are attained
 - Maintenance Technicians have a manageable number of work orders to sustain

their work flow rate, while not overloading

- Maintenance Technicians give an acceptable level of feedback on rectification actions taken or any problems/issues they encounter which could be useful in future fault rectification
- Review on a regular basis suspended work orders and ensure that the reason for their suspension is identified in the relevant section of the work order request record
- Monitor and progress via external contractors as appropriate the actions on suspended work orders to a successful completion
- Co-ordinate the transfer of work orders between skill sets and shifts to effective completion within KPIs and SLAs
- Co-ordinate materials requirements to ensure timely ordering, delivery and issuing of spares and materials to ensure KPIs are met, progressing and chasing overdue items
- Arrange access with users when required and reschedule work orders to suit
- Monitor PPM workloads and issue to ensure that they are completed on a priority basis with Priority 1 (statutory) being highest and ensuring that if all Priority 1 PPM is not completed by due dates the Maintenance Manager is made aware
- Monitor the PPM workload to ensure that any non-Priority 1 work which is missed during the month is identified to the Maintenance Manager
- Inform users of scheduled PPM works which could be disruptive to their service delivery
- Ensure that work orders are raised to cover any remedial actions identified on PPM work both in-house and contractor

CAFM systems support

- Ensure that the asset register is up to date regarding additions, deletions and changes in particular those created through new works
- Ensure all assets are assigned their correct location and data field sets
- The relevant maintenance plans are applied to assets as defined by the Maintenance Manager
- The correct task descriptions are linked to all maintenance plans as defined by the Maintenance Manager
- The correct H&S information is linked to assets and maintenance tasks as defined by the Maintenance Manager
- Work carried out by in-house staff and contractors, for both planned maintenance and reactive, is recorded against the appropriate asset and that all spares and materials used are recorded against the correct asset
- Supplier lists are kept up-to-date on the CAFM systems
- Staff resource lists are kept up-to-date on the CAFM Systems
- All aspects of systems security are maintained including setting up new users, assigning permissions and reporting on user activity

- Mentor the Helpdesk Administrators and users of CAFM to ensure that the correct level of accurate information is recorded on reactive requests and ensuring that they have sufficient up to date information regarding the status of all outstanding work either via interrogation of CAFM or verbally to enable them to answer enquiries
- System super user, managing the expansion and use of the system
- Maintain own CPD in line with CAFM management
- Work with CAFM provider to deal with any system problems
- Maintain CAFM licences & liaise with IT over system upgrades
- Create and update user guides for CAFM Explorer system users
- Manage and distribute monthly CAFM work order reports for site management
- Create system access for CAFM users – additions to CAFM group, licence installation, create system user access form and add to system user list
- Maintain CAFM system folder – issue log, records of training and access created/removed, certificate of validation, licence locations.
- Maintain CAFM hierarchy and add new PPM schedules onto the CAFM system – this includes new schedules/change of contractor/new schedule dates/internal schedules
- To identify CAFM end user training needs and provide this through formal and informal training liaising with external expert providers as necessary
- To ensure operate and develop the helpdesk system ensuring feedback to users.
- To ensure quality information is delivered to users through a range of reports and other media in accordance with departmental timetables or users' requirements

Technical

- To assist the Maintenance Manager in identifying by perennial analysis assets that are failing on a regular basis or have disproportionate cost expenditure compared to their asset value so they may be considered for life cycle replacement
- To assist the Maintenance Manager in identifying assets which could be under or over-maintained on planned maintenance by analysing reactive call data
- To provide management with up-to-date reports on request, showing the status of various workloads of different types and categories
- To prepare a maintenance services monthly report as required
- In conjunction with management, prepare randomly selected lists of reactive and PPM work for the purpose of quality checks and document findings, taking corrective actions as required
- To produce performance reports and review to ensure that any unacceptable performance levels can be improved through changes to workload planning and scheduling
- To assist in providing accurate costing of labour hours/materials required

Other Responsibilities

- Work with minimal supervision as requested
- To undertake any other duties which may be requested by the Maintenance Manager to facilitate the smooth running of the Department

Managerial and Supervisory

- Mentor the Helpdesk Administrators and users of CAFM to ensure that the correct level of accurate information is recorded on reactive requests and ensuring that they have sufficient up to date information regarding the status of all outstanding work either via interrogation of CAFM or verbally to enable them to answer enquiries (***see context above in Overall Responsibilities***)

Health and Safety

- Ensure all duties are carried out in accordance with health and safety regulations as given by the Young Epilepsy health and safety policy and procedures.

General

This job description is not exhaustive and the post holder may be required to undertake other reasonable and appropriate tasks.

Young Epilepsy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Values:

All employees are expected to demonstrate the values of the organisation.

- **Focus on Children and Young People**
- **Accountability**
- **Honesty**
- **Passion**
- **Belief in People**
- **Innovative and Creative**

PERSON SPECIFICATION

Key Criteria	Essential <i>Candidates must have these in order to be shortlisted</i>	Desirable
Education	<ul style="list-style-type: none"> GCSE or equivalent in English and Maths as a minimum, or literacy and numeracy at functional skills level 2 	
Professional Qualifications	<ul style="list-style-type: none"> Qualification in or good knowledge of mechanical and electrical building services and building maintenance 	
Experience Required	<ul style="list-style-type: none"> Experience of managing CAFM systems Experience with Personal Digital Assistants Customer liaison role Team worker 	<ul style="list-style-type: none"> CAFM Explorer experience
Skills, Knowledge and Aptitude	<ul style="list-style-type: none"> Understanding of Health Technical Memorandums and statutory and technical requirements for the operation and maintenance of plant and engineering services Sound IT knowledge Process and procedure writing skills Customer service Health and safety 	
Personal Qualities	<ul style="list-style-type: none"> Organised in managing own work and organising the work of others The ability to listen to others, understand their views, analyse and provide advice and solutions Excellent interpersonal skills and strong communicator 	

Written By:

Evaluated By:

Version:

Date:

	<ul style="list-style-type: none">• Ability to set and negotiate priorities with users and contractors and programs workload to achieve these• Ability to concentrate and focus on a range of issues• Capable of working in a demand driven service	
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Name of post holder:

Signature:

Date: