

Job Description

Job Title	CAFM Administrator
Business Unit	Workplace, Arts and Culture
Location	Stoke on Trent
Reports To	Service Desk Manager

Overall Purpose of Job

The role of the CAFM Administrator is to primarily manage property information and all associated assets according to Client contract instructions held within the CAFM (Computer Aided facilities Management) System. You will be required to continually evaluate and manage asset details, status; risks and effectively maintain the asset data held in the CAFM system in accordance to agreed Client instructions. A key requirement of the role is to proactively collaborate with stakeholders to manage assets and carry out periodic reviews to drive accuracy of information held in the system and achieve ultimate contract compliance. A full documented change control process to be adhered to which documents any changes taken.

Main Duties, Responsibilities & Accountabilities

- Working with the Facilities Management dedicated team to assist with the planning and co-ordination of all activities necessary regarding the administration and supervision of a number of hard and soft facilities service contracts across a managed portfolio of commercial and residential property UK wide.
- Responsible for maintaining all Property and Asset information on CAFM system for validity and accuracy in accordance with Property managers/ Client Stakeholders agreed instructions.
- Assist with management of onboarding/offboarding of properties as directed. Creation of new clients, property information, asset information and administration of all planned maintenance and scheduled task activities. Similarly, management of offboarding process and handling of data to 3rd parties and suspension of tasks/properties in a controlled manner.
- Coordination of all 3rd Party maintenance planners and ensure that all properties and assets remain accurate and up to date and any changes to planners are captured and amended within agreed timescales.
- Enter and configure data and manage queries or adjustments to asset information in a timely manner.
- To manage and preserve intricate links of grandparent/parent/child planned activities as required with high attention to detail.
- Perform periodic proactive reviews with Stakeholders to review asset information and update as necessary to drive continuous review and accuracy of data.
- Liaise with Procurement team to set up new approved suppliers as required following successful ASQ process.
- Produce Client reports periodically and respond to client information requests as required both internally and externally.
- Produce KPI reporting and analysis dashboards to demonstrate conformance to the service leads.
- Undertake high quality reporting in relation to PPM delivery and compliance certification. Review reports and co-ordinate with the Client Service Centre and account management team to resolve any gaps or issues.
- Chase and resolve issues which may impact on Key Performance Indicators.
- Support Client Service Centre to resolve any issues relating to Property/Asset or PPM/scheduled activities so resolved swiftly not to impact service delivery.
- Manage group email account to request changes to CAFM System data and respond to Customer in a

timely manner to acknowledge and document changes for sign off.

- Drive continuous improvement of system and assist in ongoing development of CAFM system to support changing operational needs.
- Conduct frequent quality auditing of system data to establish any process gaps and work with management team to identify cause and effect and address shortfall.
- Measure KPIs across building services functions, monitor dashboards to enable clear communication and monitoring of performance trends, ensuring relevant statutory and regulatory compliance is captured .
- As required, actively participate in other duties to support th e Client Service Centre during periods of high volumes, staff absences or crisis situations.

Desired Knowledge, Skills and Experience

Technical Skills

- Proficient in the use of CAFM Software.
- Proficient in Microsoft Office Information Technology software (Word, Excel and PowerPoint) is essential

Core Skills

It is imperative for the right candidate to display:

- Strong Analytical skills and attention to detail.
- Exceptional planning and organisational skills.
- Ability to communicate effectively and display excellent verbal and written communication skills .
- Able to work on own initiative and under pressure and to tight deadlines.
- Ability to multitask and manage time effectively .
- Good all-round knowledge of the building services operation.
- Proactive 'can-do' attitude.

Experience

- Solid experience within a similar role.
- Knowledge within the Facilities Maintenance sector and systems of operations .
- Previous experience of CAFM system.
- Previous experience in a customer focussed setting is essential.