

## Role Title

Facilities Contracts Administrator

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Delivery	PB4/H	Nairobi	Indefinite	Head of Operations – Kenya

## Role purpose

Will be Operational lead in all procurement activities, maintain contract registry, and serve as contract manager. Day-to-day management of locally employed technical staff (electrician, plumber) in carrying out a range of maintenance related tasks throughout the British Council estate. Will serve as primary responsible for assisting Head of Operations in creating and monitoring Key Performance Indicators (KPI) in facilities, premises, and security agreements.

## About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

## Geopolitical/SBU/Function overview:

SSA/Kenya/Operations

## Main opportunities/challenges for this role:

- Procurement related work includes maintaining contract registry, continual contract review, and contract performance management through KPI checks
- Administrative work associated with contract management.
- Keeping correct Health and safety records, method statements, risk assessments, accident log books.
- Managing Planned and Preventative Maintenance (PPM) checks.
- Managing all project work requests. Following British Council procedure and ensuring internal and external compliance.
- Allocating work requests out to correct staff member or contractor.
- Sharing responsibility of emergency call outs.

- Sourcing new materials and products in keeping with British Council purchasing processes.
- Compiling scope of works for all related projects.
- Signing off on works from day to day works requests to projects being carried out by staff and contractors.
- Compiling snag lists at the end of projects to bring up to an acceptable standard.
- Attend weekly facility management meeting.
- Overall Supervision of maintenance team and vehicles management communicates with the Driver to book vehicle/bike for servicing.
- Check all works requests and PPM is back to the office within expected time and if any issues on the PPM to raise a work request or to inform responsible staff member or contractors to take urgent action (urgent, routine and emergency)
- Responsible for out of hours emergency schedule – assigning tradesmen/contractor and cost monitoring

### Organogram

- Directly reports to Head of Operations – Kenya 70%
- Procurement oversight by SSA Regional Head of Procurement – 30%
- Role holder will line manage technical team and key monitoring aspect of Facility Management contract once in place.

### Main Accountabilities:

- Day-to-day management and performance evaluation of technical team staff members (electrician, plumber) undertaking a range of maintenance activity necessary to maintain the British Council estate, including planned preventive maintenance and reactive works;
- Keeping Head of Operations – Kenya well informed of the progress and completion of works;
- Systematic analysis of how tasks are undertaken to identify ways to deliver outputs more effectively;
- Effective production and proper monitoring of KPI measurements of maintenance and repair contracts;
- Oversight, coordination and supervision of locally employed contractors (minor repair and redecoration, gardening, façade and roof cleaning);
- Assisting Head of Operations with local contractors, including interpretation of documents and during site meetings;
- Assist Operations Manager relationships with local authorities, landlords and tenants regarding minor maintenance and repairs to British Council occupied properties;
- Deputy Fire Safety Manager (maintenance of Fire Safety boards and Fire Safety file, collecting Fire Warden monthly reports, fire extinguishers maintenance and replacement);
- Health and safety coordinator (maintenance of H&S boards and H&S file, first aid boxes);
- Monitor and manage safe working practices with heavy handling, climbing equipment, tools, hot water and chemicals;
- Ladder maintenance (check replenishment, disposal of ladders and updating ladder register);

- Monitor and manage safe working practices with heavy handling, climbing equipment, tools, hot water and chemicals;
- Procurement of different goods and services if required. Preparation of spending forecast for services and goods required;
- Maintaining electronic and hardcopy spending statistics on maintenance costs;
- Maintenance of contracts; and serves as Operations Contracts Registry Custodian
- Disseminating information / instructions on both technical and corporate issues from Head of Operations and Regional Head of Procurement as relevant;
- Other duties as deemed operationally necessary, including acting as on call duty member for out of hours emergency maintenance problems.

### Key Relationships:

#### Internal

- Head of Operations
- Operations Manager
- CD, RD, Regional Head of Procurement

#### External

- Contractors

### Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	All applicants should have a pre-existing legal status to live and work in Kenya. The British Council does not facilitate/sponsor visa applications and work permits	Shortlisting
Direct contact or managing staff working with children?	Yes Appropriate police check	TBD
Notes		
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Fluency in English and Swahili (both oral and written);		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Contract Management or Procurement related certification or minimum 3-year experience in similar procurement field.	Previous facilities management experience;  A relevant engineering or Facilities Management qualification,  A relevant fire safety or	Shortlisting

	Health and Safety qualification	
<b>Role Specific Knowledge &amp; Experience</b>		
<i>Minimum / essential</i>	<i>Desirable</i>	<b>Assessment Stage</b>
Effective communication skills both in dealing with staff and with partners or suppliers;  Ability to use Microsoft Word, Excel, In-Tend, SAP and other software packages	Previous property maintenance experience with some knowledge of building or construction work;	Shortlisting
<b>Role Specific Skills (if any)</b>		<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>▪ Managing people</li> <li>▪ Managing projects</li> <li>▪ Communicating and influencing</li> <li>▪ Planning and organizing</li> </ul>		Shortlisting AND Interview
<b>British Council Core Skills</b>		<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>• Managing people</li> <li>• Managing projects</li> <li>• Communicating and influencing</li> <li>• Planning and organizing</li> <li>• Managing finance and resources</li> </ul>		Shortlisting AND Interview
<b>British Council Behaviours</b>		<b>Assessment Stage</b>
<p><b>Working Together (More Demanding)</b> Knowing that we will achieve more with other people than we can do separately, by sharing goals and resources to add more value, I work towards common goals with others. I do this by agreeing effective and respectful ways of sharing success. I generate mutual support, shared benefits and promote interdependence.</p> <p><b>Being Accountable (More Demanding)</b> I show accountability and commitment to the British Council and I demonstrate resilience and determination. I hold myself and others responsible for delivering goals in line with the shared purpose of the British Council. I give and accept constructive feedback to maximize high performance and manage under-performance.</p> <p><b>Making it Happen (More Demanding)</b> I deliver excellent results, achieve challenging goals and develop myself and others. I do this by setting clear and demanding objectives to deliver what is required. I stay focused on measurable outcomes, while building longer-term capability. I demonstrate standards of excellence and deliver value for money. I measure progress and adapt plans when necessary.</p>		Interview

<b>Prepared by:</b>	<b>Date:</b>
Michael D. Kitchens – Head of Operations / Kenya	15 September 2018