

**London Borough of Lambeth
Job Description**

Job Title: Client Relationship Officer
Directorate: Resident Services
Division: Environment and Street scene
Service: FM and Property Services
Grade: SO2
Responsible to: Client Relationship Manager

Direct reports: None
Indirect reports: None

Main Purpose

To provide support to the Customer Relationship Manager in the development, implementation and monitoring of the Facilities Management SLA framework.

To provide support to management in the development, implementation and monitoring of the Facilities Management SLA framework including day to day management of the stakeholder relationships, including:

- Supporting co-ordination and preparation of the service charges with Contracts Finance for:
 - 3rd parties occupying space in the Corporate Estate.
 - Energy Centre Bulk Heat supply charges
- Support in management of relationships with professional contacts and a wide variety of internal and external stakeholders including senior representatives of the council, councillors, schools and partnership organisation.
- Supporting the management of the customer experience, including ensuring responses to complaints are provided in a timely manner, and where necessary using this to help shape and improve service provision.
- Support in preparation and co-ordination of Facilities Management responses to complaints, Member's enquiries and FOIs

To provide support to management in the marketing, promotion, advertising and selling of FM services.

Principle accountabilities

1. To maintain strong and positive working relationships with key stakeholders, partner organisations, service users and contractors through appropriate forums, to ensure they have opportunity to contribute and feedback on service provision.
2. To provide administrative support to the Customer Relationship Manager to the Customer Building forums in support of the FM SLA Framework.

3. To assist management to ensure that day to day operational issues and complaints, FOIs and Members enquiries are dealt with in appropriate and timely manner by external contractors and appropriate responses are sent to customers. To advise Management of any issues which may affect the delivery of services and the FM SLA Framework.
4. To provide support to management in preparation of management information and other reports including in support of the FM SLA Framework as required
5. Under the direction of the Customer Relationship Manager to undertake regular customer satisfaction reviews using feedback to improve service delivery across Property Services.
6. To make recommendations to the Customer Relationship Manager and wider property services management team for improvement and refinement of existing processes for operational practices and business management, to support the overall property services strategic plan.
7. To provide support to the Customer Relationship Manager to engage with internal and external customers across the borough as part of the overall FM Business Development plan.
8. To maintain accurate records, to ensure information and documentation is organised in a systematic fashion enabling easy retrieval of information on internal service Sharepoint and Teams sites, FM mailboxes and customer information websites.
9. To ensure that local IT systems, including local and corporate IT systems, spreadsheets, databases are maintained to be able to produce appropriate outputs, e.g. reports. To ensure the professional delivery of established business processes such as database management to support the organisation.
10. To work flexibly across the service, working on a range of activity to provide proactive support to internal and external customers.
11. To manage a demanding workload to support the Customer Relationship Manager Leader to meet key objectives and external regulatory requirements.
12. To support management in the preparation of the FM and Property Services and Facilities Management Business Continuity Plan.
13. Undertake other duties appropriate to the post that may reasonably be required from time to time.
14. To assist in the management and maintenance of electronic and manual filing systems, including archiving and destruction of records in accordance with Council Policy.
15. To support in maintaining and updating processes, inputs, updates and outputs in the FM SharePoint and other filing systems.

Generic duties for all council employees

- To actively promote and uphold the Council's Code of FRESH Values, Priorities and customer service standards.
- To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health & Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
- To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy.
- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relationships.
- To undertake any other reasonable duties that may be required to meet the demands of the service and commensurate with the grade of the post.
- To maintain strict confidentiality wherever required.
- To assist in the procurement of service and goods contracts that support the service area.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is not exhaustive and provides a reasonable general description of the responsibilities of the post.

Dimensions

No management responsibility
No budgetary responsibility

**PERSON SPECIFICATION
Client Relationship Officer (SO2)**

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Criteria	Code	Description	
Qualification	Q1	Educated to Level 3 Standard or equivalent or demonstrable relevant experience in a similar job role	A✓
Key knowledge	K1	Ability to provide efficient and effective administrative support in a Customer Focused FM environment	A✓
	K2	Excellent knowledge and application of IT systems and software packages such as MS Excel, Word, Powerpoint	A✓
	K3	Excellent levels of literacy and numeracy.	A✓
	K4	Ability to deal diplomatically and confidentially with a wider range of internal and external stakeholders	A✓
Experience	E1	Able to communicate effectively with colleagues and customers and all levels	A✓
	E2	Proven experience of working in a Facilities Management environment	
	E3	Demonstrable experience of working in a customer focused environment	

Core Behaviours	<p>Focuses on People is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place. For example</p> <ul style="list-style-type: none"> • Be aware of the customer's needs and how our actions have impacted on the overall customer experience putting things right when we need to. • Uses customer insight to improve service delivery at every opportunity 	
	<p>Takes Ownership is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development. For example</p> <ul style="list-style-type: none"> • Works with minimum supervision and takes the initiative to resolve issues as and when they arise. 	A✓
	<p>Works Collaboratively is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results. For example</p> <ul style="list-style-type: none"> • Builds strong relationships with key partners and suppliers to deliver positive outcomes. 	
	<p>Communicates Effectively is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation. For example</p> <ul style="list-style-type: none"> • Ensures reports, documents, and communications are clear and relevant to the audience. 	

		<p>Focuses on Results is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better. For example</p> <ul style="list-style-type: none">• Manages own time effectively to prioritise work that delivers the maximum benefit for the service and our customers	
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