



Job Description

Directorate	Place
Service	Property & Estate Management

Post details	
Job title	Building Services – First Response Support Officer
Grade	Grade 4
Location of work	1 Time Square
Directly responsible to	Senior First Response Officer
Directly responsible for	N/A
Hours of duty	37 Hours
Primary purpose and scope of the job	
To work as part of the Building & Capital Projects Team, assisting and supporting the delivery of all aspects of planned preventative and reactive maintenance, with direct responsibility for the management of essential statutory compliance processes and documents.	
Working Relationships	
<ul style="list-style-type: none">To work closely with the other Officers of the Building Services team, officers of the Council, Schools, Building / Premise Managers / Duty Holders, contractors, representatives from third party organisations (Academies, Livewire, Culture Warrington, Catalyst Choices etc) and external agencies.	

Key Tasks and Responsibilities
<ul style="list-style-type: none">The post-holder must carry out the duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy and Health and Safety Policy.

- With support from surveyors and engineers, assess and add detail to response repair requests, issue orders to contractors, work in close liaison with the contractor to provide further information (eg access details), to keep clients informed of progress, follow-on work etc.
- Provide general administration support to the Building Services team.
- To assist the provision of data to support budget monitoring, reporting, setting and forecasting.
- Receive, collate and input budget, cost, asset and property information.
- Contribute to the processes designed to ensure the timely, accurate and logged payment of invoices.
- Carry out office-based checklists of various health and safety issues, including DSE Assessments, recording and reporting findings regularly.
- Working closely with the Service Contract Engineer, provide schools, academies, trusts etc with suitable and sufficient “SLA” information, inviting them to subscribe to the team’s services on an annual basis.
- Working closely with the Service Contract Engineer and the relevant contractor(s), take direct ownership of the processes required to issue receive and log “sign up” information, converting client instructions into site specific PPM programmes to achieve statutory and good practice compliance and the establishment of associated payment plans.
- Working with the team’s Finance Officer, colleagues in finance and exchequer services, assisting with the setting up of site-specific PPM payment plans for the year’s PPM programmes.
- Working with the Service Contract Engineer, set up and minute regular PPM monitoring and review meetings, identifying and allocating actions points.
- Working with the Service Contract Engineer, Finance Officer and the relevant contractor(s), monitor PPM payment plans in year and at year-end, and assist with the provision of information to clients about year-end financial corrections.
- Working with the Service Contract Engineer, the relevant contractor(s) and the wider Building Services team, receive, allocate, log and control the PPM remedial works process ensuring that the Council and the team’s clients have access to an auditable repository of evidential documentation demonstrating statutory and good practice compliance.

- Working with the Service Contract Engineer, the Property Information Officer and the relevant contractor(s), receive and input data to generate exception reports to identify areas of non-compliance with the PPM programme.
- Carry out all duties with due regard to confidentiality and data protection regulations.
- To advise clients and Premise Managers about the options available to them when considering post PPM remedial work recommendations, outlining pros, cons, risks and consequences.
- To undertake such additional duties as are reasonably commensurate with the level of this post.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Stewart Brown
Role	Property & Estate Management
Date	June 2025