



Job Title: IEMS & Maintenance Co-ordinator

Job Level: First Line – office based

Responsible To: Reactive Maintenance Manager

Direct Reports: N/A

Place of Work: Based at head office, however, expected to travel to other venues as a when required.

Purpose of the Job

To provide operational and administrative support to ensure the smooth operation of key systems and procedures.

Job Summary:

- Checking that the maintenance contractor is meeting set targets and that planned maintenance is carried out when due.
 - Ensuring that reactive maintenance tasks assigned to the maintenance contractor via the IEMS helpdesk have realistic deadlines and due dates.
 - Ensuring accuracy of maintenance reports from the contractor and their sub-contractors and highlighting if further works are required to complete the maintenance.
 - Keeping up to date the essential spend projects database and reactive tickets information database.
 - Raising of essential spend, capital works and contractor reactive, events and call out purchase orders.
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Key Responsibilities:

- To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.
 - To ensure a detailed and accurate asset register is developed and maintained of all the company's most significant assets on the designated venues and sites and that all the relevant data appertaining to those assets is available for reference.
 - To assist and manage the established and development of a comprehensive planned preventative maintenance programme for all the venues and sites, having regard for statutory inspection requirements approved codes of practice and recognised industry norms and standards. This duty will be carried out in conjunction with the Reactive Maintenance Manager.
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- Upkeep and data cleanse or the Estates File Management System (EFMS), SharePoint and projects folder.
- Manage SCT drawings and major expenditure databases.
- Keep up to date the projects folders on the network
- Manage and maintain the Computer Aided Facilities Management System. (CAFM)
- Oversee the development of relevant IEMS user reports and analyse as required for both internal and external benchmarking of Estates services.
- Ensure information contained within the IEMS system is kept up to date, including assets, suppliers, and contractors' details. Ensuring venue record drawings, dimensions/space, information, and Standard Operating Procedures are lined to the IEMS system to improve its functionality.
- Assist Reactive Maintenance Manager with the monitoring of the helpdesk and administer in the absence of the reactive Maintenance Manager.
- Coordinate backlog of reactive helpdesk tickets and cross check against draft invoices and queries.
- Advise on updates and upgrades if the IEMS system as necessary, including but not limited to the web-based system, manage the user licenses, access and security settings in conjunction with ICT.
- Assist in the development of and understand the makeup and details of the venue and Estates Budgets.
- Keep up to date the reactive, events and call out database and spreadsheets with costings information cross references to the relevant IEMS tickets and financial sub-codes.
- Produce reports on financial and ticket performance for use to measure the maintenance contractor and operations IEMS statistics to aid financial forecasting and trend analysis.
- Ensure GDPR guidelines are followed, and confidential systems and information are kept secure.
- Monitor maintenance documentation to ensure all defects/recommendations have been acted upon.
- Coordinate documentation and information on the Estates Intranet.
- Develop IEMS user guides and upkeep of the Estates document library.
- Ensure effective conversations and meetings are held and accurate minutes are taken between SCT staff and the maintenance contractor(s)
- Co-operate in all health and safety matters and take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions at work

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

