

Job Description

Job title	Gun Wharf Transformation Officer
Directorate	Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	MPR 4
Reports to	FM Contracts Manager

Main purpose of the job:

To support the successful delivery of the Gun Wharf refurbishment by coordinating daily operations, managing logistics, and ensuring effective collaboration across teams and contractors. The role also ensures the protection of property assets, accurate data management for FM systems and Government Funded Equipment, and the smooth execution of facilities-related tasks and issue resolution.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Assist in the coordination and delivery of daily activities related to the Gun Wharf refurbishment, which includes conducting inspections to ensure minimal disruption to services and smooth progression of the transformation.

Liaise with the Medway Norse Building Manager (Gun Wharf) to support operational continuity, maintain effective communication and alignment between stakeholders.

Oversee the storage, repositioning, and portorage of office furniture across Gun Wharf to support a functional and adaptable workspace during the refurbishment.

Effectively administer and manage the storage and/or removal of service teams items and equipment at Gun Wharf and have the delegated authority to request that teams abide by any instructions given to ensure the maintenance of a safe, organised, and efficient working environment.

Undertake FM financial administration, in relation to archiving and storage matters, ensuring that invoices and accounts are monitored and any queries regarding these are investigated and answered in a timely fashion.

Work alongside any 3rd party contractors as required to support project delivery while upholding health and safety standards and ensuring a safe working environment is maintained at all times.

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Keep detailed records of project-related activities, decisions, and communications to ensure transparency, audit readiness, and informed decision-making.

At manager's discretion, other activities may be assigned that fit the job description.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the FM Contracts Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will need to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Gun Wharf, although they may need to work at any location across Medway.

Person specification

All criteria at level A should be considered essential requirements.

Qualifications

Level A

A minimum of 5 GCSEs at grade 4-9 or equivalent including in Maths and English.

Health & Safety certification (IOSH Working Safely or equivalent

Level B (in addition to level A criteria)

Working towards NVQ Level 3 or equivalent in Business Administration, Facilities Management, or a related field.

Level C (in addition to levels A and B)

Achieved NVQ Level 3 or equivalent in Business Administration, Facilities Management, or a related field.

Knowledge

Level A

Basic knowledge of payments systems such as Integra or similar.

Basic understanding of facilities management principles in relation to office churn.

Awareness of health and safety regulations in a workplace setting.

Awareness of common workplace hazards (e.g., slips, trips, manual handling, fire safety).

Understanding of safe working practices and the importance of reporting incidents or near misses.

Understanding the concept of risk (likelihood and severity) and knowledge of how to apply simple control measures to reduce or eliminate risks.

Level B (in addition to level A criteria)

Increased knowledge of office relocation or transformation processes.

Demonstrable policy & procedural knowledge which can be applied across a wide range of activities.

Good knowledge of workplace health and safety regulations and best practices.

Familiarity with qualitative and quantitative risk assessment techniques.

Level C (in addition to levels A and B)

In-depth knowledge of relevant legislation such as the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations, and other statutory requirements.

Understanding of strategic risk planning and its integration into operational delivery.

Understanding of how workplace design, procedures, and culture impact employee wellbeing.

Familiarity with service level agreements (SLAs) and performance monitoring.

Experience

Level A

Experience of using databases such as Sharepoint or similar and MS Office systems.

Experience supporting facilities or office management in a large building or customer facing organisation.

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Experience managing logistics such as furniture moves, storage, and portorage.

Experience handling financial administration, including invoice processing and budget tracking.

Level B (in addition to level A criteria)

Experience working on refurbishment, relocation, or transformation projects

Experience in conducting internal audits or inspections to ensure compliance with health and safety standards.

Experience of managing timelines, resources, and stakeholder expectations.

Experience interpreting and applying internal policies, particularly those related to space usage, safety, and wellbeing.

Level C (in addition to levels A and B)

Experience working with third-party contractors and ensuring safe working environments.

Experience working with senior managers, external partners, and service teams to deliver operational change.

Experience of producing clear, accurate risk assessment reports and maintaining audit-ready records.

Skills

Level A

Competent in Microsoft Office (Word, Excel, Outlook and TEAMS), and able to use internal systems for finance and facilities tracking.

Ability to identify risks and implement preventative measures.

Demonstrability ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans.

Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.

Ability to operate effectively within established procedures, while exercising sound judgment and initiative to resolve routine issues independently.

Ability to manage multiple tasks, prioritise effectively, and maintain order during change.

Proactive in identifying issues and implementing practical solutions.

Ability to respond calmly and effectively to health and safety concerns.

Confident and effective in engaging with internal teams, contractors and external delivery partners to enable the facilitation of smooth office transformation and churn.

Level B (in addition to level A criteria)

Good attention to detail, especially in financial administration and record-keeping.

Skilled in conducting basic risk assessments and recommending appropriate controls.

Accuracy in documenting and reporting safety-related issues.

Confident in diplomatically enforcing compliance with agreed procedures.

Ability to design and lead risk assessments and develop mitigation strategies.

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Level C (in addition to levels A and B)

Ability to influence others positively, promote adherence to organisational procedures, and effectively manage and resolve conflicts in a constructive and respectful manner.

Ability to anticipate and address operational challenges during periods of transition.

Ability to interpret and apply legal obligations in practical workplace scenarios.

Ability to prioritise risks based on impact and urgency.

Skilled in managing competing priorities and facilitating collaborative solutions.