

Job Description

Job title	CP Technical Support Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	MPR 4
Reports to	Capital Programme Manager

Main purpose of the job:

To assist with the management of the delivery of capital projects across the authority, ensuring that they are delivered on time and within the budget and Council's capital and procurement strategies. This includes being responsible for assisting in the development of the service, encompassing business and service planning, budget management, and the letting of new contracts. Represent the council in dealings with internal and external agencies, contractors, and other professional associations in relation to contract letting and monitoring.

To provide comprehensive financial, procurement, administrative and business support to the FM & Capital Projects Service, supporting capital programs, facilities management and corporate property functions.

Co-ordinate with various stakeholders to ensure that project milestones are met and that any issues are promptly addressed, maintaining comprehensive records of all project activities and ensuring compliance with relevant regulations and standards. Contribute to continuous improvement of project management processes and to the strategic planning of future capital projects.

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

Accountabilities and outcomes:

Liaise with Category Management, Pro Contract, consultants, statutory bodies, contractors, and clients to ensure relevant documentation is in place.

Maintain the integrity of the office database systems, implementing and integrating design improvements as needed.

Coordinate the Capital Projects Team's workload and ensure department expenditure and activities are controlled and monitored.

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Prepare relevant certificates and instructions for FM & Capital Projects contracts and assist in managing all contract documentation to ensure accurate records are maintained..

Contribute to achieving excellence in Performance Management, Financial Management, ICT, Communications, Sustainability, Service Improvement, and Customer Service within FM & Capital Projects. Provide financial and administrative support across the service.

Maintain a project database, provide regular reports on project progress, and ensure all expenditure on clients' accounts are recorded and processed in compliance with legislative requirements.

Arrange for invoicing, ensure monthly and year-end financial reports are balanced and accurate, and provide financial reports to facilitate client information requirements.

Participate in multi-functional team working on corporate/directorate issues.

.At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

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 into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Capital Programme Manager

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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 be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSE (Or Equivalent) including English and Mathematics at Grade 4-9 or equivalent. Relevant finance/admin qualification or experience

Level B (in addition to level A criteria)

- Up to date with CPD/training in Construction Field or equivalent essentials in project management. AAT or equivalent

Level C (in addition to levels A and B)

- Working towards a HNC (Level 4) or Equivalent in the Field of Finance/Construction/Project management. Advance Finance qualifications

Knowledge

Level A

- A solid understanding of contract administration, which includes managing contracts from initiation to completion, ensuring compliance with terms, and handling any amendments or disputes that arise.
- Practical knowledge of appropriate Asset & Property finance tools such as Integra and databases enabling the postholder to efficiently manage financial data related to property assets, track expenditures, and generate financial reports.
- A good understanding of equality, diversity and inclusion.
- A good understanding of GDPR legislation and best practice in relation to information sharing.
- An understanding of environmental sustainability and compliance and building safety

Level B (in addition to level A criteria)

- Knowledge of data systems, specifically councils Integra system, which is used for financial administration. This includes understanding how to navigate and utilise these systems for budgeting, financial reporting, and ensuring compliance with public sector financial regulations and policies.

Level C (in addition to levels A and B)

- A broad understanding of project management application and how to manage projects in the public sector.

Experience

Level A

- Experience in budget control, involving the planning, monitoring, and managing of financial resources to ensure projects stay within budget.

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Level B (in addition to level A criteria)

- Experience using literacy, numeracy, and ICT skills to complete highly complex tasks and assessments, such as writing reports, letters, presentations, and conducting complex assessments of need and calculations.

Level C (in addition to levels A and B)

- Demonstrable experience of managing construction projects preferably in a public sector environment
- Demonstrable experience of applying practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions.

Skills

Level A

- Proficiency in Microsoft Word, Excel, PowerPoint, SharePoint, Teams and Outlook for presentations and communication.
- Effective use of search engines, email, and basic online tools.
- Accurate and efficient data entry into various systems and databases.
- Basic customer relation skills, including understanding the principles of good customer service such as patience, attentiveness, and clear communication.
- Ability to address and resolve customer issues promptly and effectively.
- Maintaining a courteous and professional demeanour in all interactions.

Level B (in addition to level A criteria)

- Ability to communicate effectively and in a timely manner.
- Can prioritise tasks, set deadlines, and manage time to ensure completion of work.
- Improved interpersonal skills.

Level C (in addition to levels A and B)

- Advanced communication skills with both internal and external stakeholders.
- Expertise in managing the delivery of capital projects.