**Role snapshot**

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| **Job title:** | Delivery Support Co-ordinator | **Level:** | Team Contributor  |
| **Function:** | Customer | **Type of role:**  | Permanent |
| **Why does this job exist?** |
| The purpose of this role is to administer and coordinate all activity related to the efficient and effective administration key Delivery activities including Hard FM Compliance, purchase order administration, Customer Billable Works and the jeopardy management of non-connected supplier work activity. The role will support the national Delivery team to ensure the integrity of compliance data and related evidence meets NHSPS quality standards. A key focus is to monitor, identify, and report deviations from required performance SLAs and quality standards against all reporting attributes that provide opportunities for early support and redirection.The remaining aspects of the role, including purchase order administration, Customer Billable Works and the jeopardy management of non-connected suppliers will support the national Delivery team in efficient and effective service to our customers.  The Delivery Support Co-ordinator role will ensure all administrative process and continuous improvement initiatives are adhered to, support collaboration to resolve constraints and identify opportunities to drive continuous improvement. Another important aspect of the role is to support Delivery colleagues and inform them of process, quality, and performance shortfalls to maintain an administrative regime that ensures NHSPS achieve acceptable levels of performance in hard FM compliance. They also ensure all evidence and documents are obtained timely, are securely retained, and made available upon request to customers.  |
| **Core elements of the role:** |
| * Accurately co-ordinates compliance data and documentation to ensure national, consistent approach to compliance management.
* Identifies and escalates deviations in performance and quality from management procedures to support performance being achieved and administered in SI PPM, certification, and remedial work.
* Identifies and reports continuous improvement opportunities.
* Fulfils continuous improvement programmes to optimise compliance methodology.
* Provide the required data, documentation, and reports, to internal/external stakeholders.
* To raise, allocate and receipt purchase orders in a timely manner for the Delivery team.
* Drive efficient administration of Customer Billable Works, to support an effective customer experience.
* Support strong performance through our non-connected supplier network by close control of work allocated and jeopardy management.
* Maintains effective relationships with all stakeholders to ensure Hard FM compliance is achieved and maintained.
* Collaborates effectively with stakeholders to maintain a high performing administrative function.
* Supports the development and testing of systems and process to continuously improve Hard FM compliance methodology.
* Supports other related activity required by the function and stakeholders that contribute to the Delivery output.
* Excellent understanding of FM service issue types, and the ability to use this knowledge to prioritise routine, urgent and emergency requests.
* Provide a rapid response to customers, resolving queries at the first point of contact where possible
* Work with the wider Customer Service team to foster positive customer service behaviours and increase collaboration to improve standards of service
* Work within agreed service management processes and proactively identify any opportunities for process improvements to the team leader
* Have a flexible approach to work in order to meet various deadlines
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| **What helps people succeed in this role?** |
| **Experience** | **Capabilities (skills/behaviours)** |
| * Experience working with property and CAFM systems, process, and data.
* Experience using and understanding systems-based management information.
* Supporting implementation of change.
* Working effectively through matrix management arrangements.
* Effectively coordinate and complete multiple tasks simultaneously.
* Experience of working in an administrative role in a busy working environment.
* Proven experience of developing strong working relationships with stakeholders of all levels.
 | * Effective communication
* Understanding management information, reporting and data.
* Relationship management and effective collaboration
* Continuous improvement
* Working in matrix management arrangements.
* Effective planning, prioritising, and undertaking multiple tasks simultaneously.
* Excellent organisational skills
* Demonstrates working to tight timelines & works well under pressure
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| **Knowledge** | **Qualifications** |
| * Knowledge of FM in a large organisation
* Understanding of data and workflow platforms
* Working and adhering accurately to process.
 | * Not applicable
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| **Other information** (travel, hours, personal characteristics) |
| Flexible and adaptable working both from home and hub site with some business need to travel for workshops, meetings, and training.   |