

JOB DESCRIPTION – PREMISES OFFICER

PRIMARY PURPOSE

Responsible for the preventive and re-active maintenance of all bank premises and facilities to ensure that buildings and services are of the required standard and provide a safe and healthy working environment.

KEY PERFORMANCE AREAS (KPA's)

1. CUSTOMER

- 1.1 Responsible for ensuring maintenance contractors are handled in a professional manner providing accurate information according to requirements.
- 1.2 Ensure all queries (normally through Ambercat) request is handled professionally and timeously. Regular feedback on query resolution must be supplied to direct line management.

2. FINANCIAL

- 2.1 Assist the Manager: Property and Maintenance with the Maintenance Budgeting process, specifically focusing on service contract / re-active and preventative maintenance – quotation / tender calling process.
- 2.3 Ensure that contractual obligations for maintenance contracts are paid in due time and within the approved budget.
- 2.4 Ensure that invoices for re-active/preventative maintenance is duly authorised and submitted for payment. Ensure that there is limited over spending on the nett approved maintenance budget and that all out of budget situations are duly authorised before work commence.

3. DEVELOPMENT

- 3.1 Keep up to date with building and security regulations.
- 3.2 Keep up to date with the Corporate Identity and signage requirements of the bank.
- 3.3 Inform business users regarding the effective application of building products/services.

4. INTERNAL BUSINESS PROCESSES

4.1 Preventative Maintenance

- Responsible for the planning of own and outsourced preventative maintenance and ensuring that it is scheduled on a monthly and quarterly basis according to prescriptions, infrastructure inspections and the occurrence of faults and breakdowns. Ensure that few breakdowns or faults occur due to ineffective planning of preventative maintenance.

- Responsible for the execution of own preventative maintenance and ensuring that most of the time it is done according to planning. Do on-site inspections and follow-up on contractors to ensure timeous and correct preventative maintenance. Ensure that there are few call-outs/breakdowns due to ineffective execution of preventative maintenance.
- Responsible for the overseeing of service contracts which includes the input and obtaining of proposals/quotations for the annual revision/assigning of service contracts to enhance serviceability of infrastructure and equipment and to additionally ensure the execution of service contracts according to contractual agreements. Has to ensure that few incidents occur by doing regular on-site inspections and follow-up to ensure the execution of contractual agreements and/or that the processing of contractor's invoices are not delayed.

4.2 Re-Active Maintenance

- Responsible for the scheduling of Ambercat, e-mail and telephone call-outs for premises maintenance according to colour coded and numeric priorities. Has to decide whether to do self-repair or to use a contractor(s) or service provider(s) to do the maintenance. Also needs to decide what tools/material are required and motivate the purchase thereof. Ensure that there are few call-outs/breakdowns due to ineffective execution of self-repair or utilisation of service provider(s).
- Ensure that self-repairs are done with the correct material according to the schedule/priority set. Do on-site and follow-up inspections for maintenance that has been outsourced to ensure that the work done conform to quality standards. Ensure that few delays occur with limited comebacks.

4.3 General routine issues

- Ensure that internal departments/divisions are assisted professionally when it comes to premises maintenance related issues.
- Ensure correct procedures are followed regarding contractual maintenance payments, specifically the inspection thereof.
- Ensure adherence to the agreed CI of the Bank

4.4 General

- It would be expected of the incumbent to be available when needed, i.e. over weekends and after hours. Prior arrangements will take place.
- Must be prepared/willing to do any other reasonable and lawful instruction/task and it is normally carried out on time and correct.

CORE COMPETENCIES

- Resilience
- Time Management
- Planning and organising skills

- Integrity
- Responsible
- Self-motivated and self-driven
- Work well under pressure
- Trustworthy
- Committed
- Customer focus
- Loyalty
- Good written and oral communication skills
- Reliability
- Assertive
- Must be willing to work overtime

EXPERIENCE / KNOWLEDGE & SKILLS

- At least 3 years related experience in the premises maintenance industry
- General knowledge of the workflow processes within an banking environment
- Has adequate knowledge of mechanical and electrical systems, building products and techniques
- Good all round practical skills
- Good calculation skills
- Good problem solving and negotiating skills
- Self-confidence and interpersonal skills
- Computer literate and familiar with MS Office applications

QUALIFICATION

- Matric (Grade12) or Technical Equivalent Qualification
- A qualification in project management would be an added advantage