



Several vacancies may be available - multiple selections may be made

Job Title:	CE Customer Service Manager
Location:	RAF Mildenhall
Vacancy Number:	334809
Close Date:	Open Until Filled
Hours and Schedule:	37.5 hours per week: Fixed (0800-1630)
Hourly Pay:	£18.09 - £25.10

Benefits:

- **Competitive Salary:** the starting salary for this position is £18.09 per hour
- **Holiday:** 25 Days Annual Leave + UK Bank holidays
- **Paid Sick Leave**
- **Pension Scheme**
- **Free On-Site Parking**
- **Employee extras such as:** Life Assurance scheme, Employee Assistance Program, Specialized Training, Developmental Opportunities, Receive time off, cash, and honorary awards for significant contributions

Job Description

As the Civil Engineer (CE) Workforce Manager/Data Analyst, you will serve as the primary customer interface for base-wide CE service requests, managing their receipt, review, approval, and processing within the appropriate IT system. In this role, you will coordinate and balance work schedules for both demand and preventive maintenance, effectively synchronizing the Operations Flight workforce to optimize facility repairs. You are responsible for maintaining positive control over all active work requirements from initial request through to execution.

Additionally, you will apply Asset Management Principles to collect, validate, and analyze budget, warranty, and real property data to support maintenance optimization. You will also manage the installation's Facility Manager program by maintaining key data and developing relevant training. Finally, you will support the Unit Control Center, executing critical command and control activities during exercises, contingencies, and real-world emergency operations.

Qualifications and Key skills

A valid UK Drivers license (Category B) plus

One year specialized experience demonstrating the key skills listed below
Or a master's degree in a related field and experience

- Knowledge in asset management principles and practices as it applies to operations management and requirements and optimization activities; rules procedures, and operations applicable to real property management and financial management.
- Knowledge of civil engineering work control, customer service, and operations/maintenance management procedures; knowledge of civil engineering work centers and type of work performed by each type of work center and associated computerized maintenance management and sustainment management systems, system capabilities, and economic usage to effectively accomplish assigned functions.
- Knowledge of safety, security, and environmental standards, regulations and requirements and how to apply them.
- Skill in preparing Facility Maintenance (FM) program reference material and training presentation and tracking training currency for all assigned FM.
- Skill in collecting, organizing, analyzing, sorting, associating, and filtering data from one or more sources using spreadsheet, database, or other data manipulation tools (macros, formulas, pivots tables, charts) in order to portray trends, findings, visualizations and build effective presentations to support and drive decision making.
- Ability to communicate effectively both orally and in writing to brief supervisor, committees, and other groups; gather information; and prepare analyses of problems and reports.

Other Significant facts

- You will be required to handle and safeguard sensitive information in accordance with applicable US and UK laws, rules and regulations. This position may also be coded as mission essential.
- You may be required to travel by military and/or civilian aircraft, and you may also be required to travel to the US or other country, in the performance of official duties or attend necessary training.
- You will be required to complete a 6-month probationary period.
- Start & end times may be modified due to mission needs and in accordance with organization's flexible working policies. You may be required to work various shifts, overtime, weekends, or holidays on short notice and you may be assigned other duties not included in this position description, but that are appropriate to the grade and skill set.
- Proficiency in Microsoft Office products (Excel, Word, Power Point, Outlook).
- The Local National Direct Hire (LNDH) Program does not participate in regular drug testing, however positions covered by this document may be subject to drug testing upon reasonable suspicion of substance abuse, and safety mishap or accident testing.

NOTE: You will require a security clearance and a right to work in the UK

This position may have certain restrictions on US citizens including US dual nationals due to the Status of Forces Agreement. For additional information contact the LNDH team on 01638 544955.

LNDH Application: <https://forms.osi.apps.mil/r/HiHn37upJw>

Supporting Documents to be submitted via email to 100fss.fsmc6@us.af.mil