

## JOB DESCRIPTION

**Note:** This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

**Job title:** Helpdesk Administrator

**Reports to:** Helpdesk Supervisor

**Grade:** NG3

**Job Purpose:** To provide a single central point of communications for all Estates Planning & Services customers to allow them to be able to request works from Estates Planning & Services as well as receive progress reports and updates on both pending works and works in progress.

### Principal accountabilities

1. Act as single point of contact for all customers taking requests for all types of works within Estates Planning & Services, accurately and timely recording of all relevant details on corporate systems identifying the correct response contractor / department / group and issuing tasks / works orders / requests as appropriate.
2. To accurately categorise and prioritise work requests, expediting urgent / important works by text, phone or other communications means as appropriate.
3. To complete tasks on the system when completed by contractors and in house staff.
4. To ensure outstanding work reports are regularly produced and investigated so as to keep the work control system as up to date with timely accurate information as possible. To follow up on items that have been outstanding for longer than agreed service targets and raise problem areas with the Service Delivery teams.
5. To provide high level administrative meeting support to the Estates Planning & Services department. This will include coordinating diaries to organise meetings, circulating papers and taking minutes at internal and external meetings, some of which may be of a confidential nature.
6. To accurately process requisitions using the Agresso Finance System as requested from initial enquiry to passing for payment, ensuring adherence to the Financial Regulations and that correct cost centres and account codes are used.
7. To produce and distribute planned and scheduled works for the internal and external contract staff and liaise with the relevant individuals with regards to

- times, dates, access and any relevant permissions of access, including permits to work.
8. To manage the communication between the Service Delivery teams and end users by advising them of the progress of the fault rectification and advising them, with sufficient notice, of any necessary disruption during maintenance work.
  9. Under the direction of the Estates Business Manager, to manage the incorporation of items such as risk assessments, task data sheets O&M manuals special reports, and Health and Safety inspections into the Helpdesk system and archive.
  10. To undertake such tasks as appropriate within the post holder's competence as required from time to time by the line manager.

## **Context**

The Estates Planning & Services department has the responsibility of maintaining, refurbishing and developing the University's Estate. It is a multi – disciplinary team incorporating engineers, technicians and handypersons. The Estate has an extensive catalogue of buildings and sites, each with their own diverse requirements in relation to maintenance. The post holder will assist in coordinating the activities of the maintenance team by producing tasks of faults reported through the helpdesk system. The post holder will therefore need to be organised in distributing work schedules, paying particular attention to the urgency of the tasks. This role requires a level of decision-making to meet service level agreements (SLA)

The post holder will be required, on a regular basis, to act as the first point of contact with the Estates Planning & Services customers. In this key role it is essential that an efficient and polite service is maintained at all times. The post requires excellent communication skills combined with patience and diplomacy. The post holder will be required to liaise with a wide level of staff across the University and contractor service providers and deliver a high quality service. The post holder must also be organised and methodical in their approach as accurate administration records will ensure the smooth operation of the helpdesk service.

## **7. Dimensions**

The helpdesk receives approximately 2450 tasks per month, with a completion rate of approximately 2200 per month. Consequently the post holder will have to develop strong working relationships with a wide range of stakeholders to ensure the smooth running of the helpdesk including the accurately logging of all tasks. Key relationships will include the Estates Services Managers including security and cleaning, the Safety, Health and Wellbeing team. These will be in addition to any member of staff or student body who contacts the helpdesk to report faults.

The post holder has no line management or budgetary responsibility.

## Person Specification for the Helpdesk Administrator

	<i><b>Essential</b></i>	<i><b>Preferred</b></i>
<i><b>Qualifications</b></i>	Educated to A'level standard	
<i><b>Training Experience</b></i>	<p>Experience of I.T. Systems/Software Applications for Help Desk Operations.</p> <p>Knowledge of Microsoft office</p> <p>Experience of using financial systems</p> <p>Experience of producing reports and analysing data</p> <p>Experience of working in a customer focused environment</p> <p>Experience of adapting communication style to a diverse audience when relaying technical information</p> <p>Experience of organising workloads both personally and for others.</p> <p>Experience of providing professional administration support including diary management</p> <p>Experience of developing and maintaining accurate records.</p> <p>Experience with help desk System Databases and computer workflow systems.</p>	<p>Experience of Concept Evolution helpdesk system</p> <p>Knowledge of Health and Safety at work issues</p> <p>Experience of working in an Estate/Facilities department</p>
<i><b>Aptitudes &amp; Abilities</b></i>	<p>Ability to think proactively and deal with competing demands.</p> <p>Ability to work as part of a team</p>	

	<p>Ability to follow process and methodology, with strong attention to detail</p> <p>Ability to prioritise work tasks in order of importance/urgency</p> <p>Ability to communicate effectively with different stakeholders</p> <p>Ability to use own initiative</p> <p>Understands the importance of keeping confidential information.</p>	
<b><i>Personal Attributes</i></b>	<p>Flexible, reliable and positive approach to work</p> <p>Tact, Diplomacy and patience</p> <p>High level of motivation</p>	