**Job Description**

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| Job Title: **Help Desk Officer (Property Services)** |
| POSCODE: CCC1962 |
| Grade: 5 |

**Overall purpose of the job**

This role covers the operation of the Property Services helpdesk, serving CCC corporate offices, libraries, children’s centres and adult learning centres. Another responsibility of this role is the financial and admin work created from said helpdesk.

To ensure that any problems or issues at CCC sites within the Property Services remit are logged via our internal helpdesk system, ensuring these are responded to in a timely and efficient manner. To have good organisational and interpersonal skills to be able to communicate with a variety of people such as internal surveyors, service users & external contractors.

This role is a hybrid working role with an expectation to be in the Alconbury office a couple of days a week. The opening hours of the helpdesk are 8:30AM – 4:30PM, therefore your hours will also be 8:30AM-4:30PM Monday – Friday.

**Main accountabilities**

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|  | Property Helpdesk: Continually manage and monitor the helpdesk system, reacting professionally and efficently. All calls must be logged in accordance with our own internal grading system, this may be with an internal or external team. Having confidence to ensure efficient information is taken in the first instance and requesting more if required. Ensure helpdesk records and call logs are kept up to date and remain relevant, working to introduce improvements to auditable processes where possible. |
|  | Database Management: Monitor the life-cycle of each call logged and each stage in the resolution path, updating the record on the helpdesk system as necessary. Finally closing the call down and preparing the job for payment with our application system. |
|  | Meeting Admin: Assist Hard FM and Soft FM contract managers by attending contract meetings as required in order to carry out minute taking and general contract administrative tasks. In addition, this allows the role holder to form a relationship with the contractors’ representatives which will assist in future email and telephone liaison. |
|  | Finance: Processing of applications for payment relating to the completed work carried out by contractors. This will involve checking the detail of work deemed to have been completed, with Contract Manager / Surveyor support. Once checked, the role holder will raise relevant purchase orders on the financial system using the property service spreadsheets. |
|  | Self Management: Manage time effectively and prioritise tasks appropriately. Continually monitoring for back logs and efficiently executing ad-hoc requests. Work closely with the Contract Managers to develop a knowledge and understanding of our systems, sites, buildings and their operation. Knowledge and experience gained are essential will allow the role holder to develop. |
|  | Safeguarding: As the helpdesk received personal and confidential information you must ensure all data is handled sensitively and professionally. |
|  | Teamwork: Work with and support others within your team, the Property Services department and colleagues in the workplace, making a conscious effort to build rapport with others whilst maintaining a positive approach. Image and reputation are very important in this widely seen and key role, and liaison is required with general staff, senior managers and contractors. |
|  | Customer feedback: React professionally and effectively with complaints and problems as they arise. Advise your Line Manager of any developments, problems or complaints that need to be escalated, quickly, promptly and accurately. Report on a regular basis to your Line Manager, updating on work load, tasks and any issues. |

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| 5+ GCSEs or equivalent | To include Maths and English | Essentail |
| NVQ Level 3 or equivalent | Customer Service or similar Helpdesk role | Essential |
| Microsoft Office literate | Excel, Outlook, Word, Powerpoint | Essential |

Minimum levels of knowledge, skills and experience required for this job

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| Identify | Describe | Essential/Desirable |
| **Knowledge & Experience** |  |  |
| Delivery of Service in a customer focused environment | Experience in a similar or related role | Desirable |
| Demonstrating the ability to deliver services in a customer focussed environment | Being approachable, helpful with a keen eye for detail. Always willing to go the extra mile. | Essential |
| Experience with working with service providers and meeting service level agreements and key performance indicators. | Being able to meet strict deadlines and ensuring our contractors meet their deadlines in an efficient and customer focused way as possible. | Desirable |
| Experience in using financial systems | Being aware of able to demonstrate the effective use of financial tools to demonstrate financial awareness. | Desirable |
| Experience of working in a large organisation or local authority with many buildings | Being able to demonstrate previous experience with managing and overseeing the helpdesk function of many properties over a wide ranging service provision | Desirable |
| Experience of using a asset management data software system | Being able to demonstrate and understand the use of data systems to store and extract information | Desirable |
| **Skills** |  |  |
| Communication (written and verbal skills) | Ability to communicate effectively both verbally and in writing with customers, contractors and partners.  Able to build sound relationships face-to-face and on the telephone and able to establish a rapport easily by being approachable and managing the relationship well. | Essential  Essential |
| Co-ordination with team members and various stakeholders | Ability to manage customer expectations and co-ordinate contractor activity effectively  Self disciplined and be able to cope with a complex demanding workload and changing priorities by prioritising workload effectively in order to achieve targets and meet tight deadlines. | Essential  Essential |
| Responsibility and initiative | The ability to take on responsibility when appropriate which contributes to the improved performance of the team.  Showing initiative as and when required, which contributes to a positive outcome for the team.  Work steadily, efficiently and dependably to achieve the best results that are of a high and accurate standard | Essential  Essential  Essential |
| **Special Requirements** |  |  |
| Flexible working | Must be able to work outside of normal working hours if required, in emergency situations | Desirable |
| Be adaptable | To keep ahead of and manage ad-hoc requests so that ‘business as usual’ is not compromised at any time  Have the ability to be able to learn the basic processes in the teams Site Facilities Office so that the role holder can assist with cover as and when required | Essential  Essential |
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| Travel | Full driving license and ability totravel to various Council owned sites around the County and to meetings and training events. | Desirable |
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| Equality, Diversity and Inclusion (applies to all roles. | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | |

**Disclosure level**

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| What disclosure level is required for this post? | Standard (may be required to attend childrens homes, care homes & schools) |