

Role profile

Job Title:	Helpdesk Operator	Grade:	6
Department:	Corporate Facilities	Post no.:	58264
Directorate:	Corporate Resources	Location:	Perceval House

Role reports to:	Helpdesk Team Leader
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The purpose of the Helpdesk Operator role is to work as part of a team providing excellent customer service to clients of Ealing Property Services.
- The Helpdesk comprises front line staff who support Property Services on a day to day basis and are the first point of contact for many stakeholders. They support the broader team in administration of service requests including planned and reactive maintenance services across the estate.
- In addition to providing excellent customer service and timely responses to queries, the role requires management of related documentation, production of planned maintenance schedules and accurate data collection. Normal hours of work will be 35 hours a week, Monday to Friday on rota basis between the hours of 8am and 5pm.

Key accountabilities

- Providing excellent customer service to EFM stakeholders through the Helpdesk operation
- Raising, updating, and closing work orders on Computer Aided Facilities

Management (CAFM) systems (Concerto) in a timely manner, allocating work orders to all parts of the PS team, including Engineers, Security, Cleaners and Subcontractors across the estate

- Preparation of Planned Preventative Maintenance (PPM) and statutory testing schedules including planning, scheduling, and assisting with booking PPMs with sites, and use of compliance monitoring platforms (Concerto)
- Updating CAFM system daily, including processing of PPM documentation when received.
- Actively manage work delivery through liaison with the Helpdesk Team Leader, Building Services Manager and the Property Services team. This includes updating maintenance schedules, chasing outstanding specialist contractor works and PPMs and assisting with audit information for stakeholders.
- Monitor service levels and update completion information ensuring this
- information is available to the Helpdesk Team Leader for collation within regular management reporting.
- Accurate data collection from customers and other member of the PS team to
- help inform the Property Management service, and use of this data to report
- back to the Facilities Managers on outstanding jobs.
- Facilitate and support meetings for managers including accurate minute taking, preparing agendas and supporting presentations.
- Provide feedback and ideas on Helpdesk processes and strive for continual
- service improvement

Key performance indicators

- Ensure all calls to the Helpdesk are answered promptly and suitably.
- Outstanding work is monitored against departmental KPIs including work orders
- >90 days, jobs attended outside agreed SLAs, monthly compliance reporting etc.
- Providing excellent customer service to all customers and stakeholders
- Develop a strong working relationship with the Service Delivery teams. CAFM systems are managed and maintained and easily available to run reports for colleagues and stakeholders.
- Customer complaints to be dealt with as per the Ealing Property Services complaints procedure

Key relationships (internal and external)

Helpdesk Team Leader

- Facilities Managers
- Building Services Manager and Maintenance Teams

- Security Management and Team
- Cleaning management and Team
- Council wide stakeholders and customers

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Please address the criteria marked with an asterisk**

Essential knowledge, skills and abilities

1. **Excellent customer service skills in order to capture stakeholder requests and provide professional customer feedback on the status of reactive jobs and planned work
2. **Knowledge of IT and telephony systems including Computer Aided Facility Management (CAFM) and Statutory Compliance Management applications as used in a Helpdesk environment such as Concerto and Netcall
3. Computer literate with a sound knowledge of Microsoft Office (Word, Excel, Outlook, PowerPoint)
4. **Relevant experience within property and Facilities Management
5. Knowledge of the varying types and classifications of maintenance carried out in Property Services operations.
6. Experience of working in a fast moving and reactive service-oriented culture.
7. Experience in work allocation or work control.
8. Self-motivated and being able to manage workload.
9. Ability to work as a part of a team and direct colleagues as appropriate.
10. Excellent communication skills across all mediums including face to face and over the telephone.

Essential qualification(s) and experience

1. Experience in a customer service orientated role within a Helpdesk environment.
2. Experience of Facilities Management or property administration

3. Knowledge of CAFM system administration

4. **Educated to GCSE level or equivalent, grades A-C/9-4 including Mathematics and English.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

