

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Help Desk Administrator	Post Number:	CS0332P
Daily Supervision:	Assistant Facilities Officer (Help Desk & Finance)	Grade:	CSS Scale 2
Department:	Estates and Facilities	Last Updated:	July 2020

Our Vision:

To be an extraordinary organisation whose talented students, staff, governors and alumni ensure that it adds recognised social and economic value to its local communities by providing high quality education and training and making people exceptionally well prepared for work, potentially via higher education.

Our Mission:

Employer-led; producing a highly skilled and productive local workforce.

Our Cornerstones of Success & Values Guiding Behaviours:



Job Purpose:

To be first point of contact for Help Calls received through the computer-aided facilities management (CAFM) software system (TF Facility), ensuring work is managed as per the Facilities Help Desk targets and process flowcharts.

To make sure Help Calls are managed in a timely manner, and to keep the customer informed at all stages.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To monitor TF Open/Unregistered folders for incoming Help Calls.
2. To liaise with customers on their Help Calls ensuring the information provided is sufficient to process the work required.
3. To keep the customer updated on the Help Call from input to completion stage through the Help Desk Note function.
4. To run daily reports for the internal Technical team on Issued Help Calls.
5. To run weekly reports for all internal directly employed labour (DEL) teams (Technical, Painting, Grounds Maintenance and Cleaning).
6. To highlight Help Calls, which are categorised as Identified Works to the Assistant Facilities Officer (CAFM & Compliance).
7. To monitor overdue Help Calls and to highlight these to the Assistant Facilities Manager (Help Desk & Finance) for immediate action.
8. To log Help Calls in the Help Desk, which have been identified through routine inspections. These reports come from: Building Inspections, Lift Inspections, Health & Safety Inspections, Fire Inspections and Cleaning Inspections.
9. To run daily Reactive Reminder reports for Contractors attending site and to display the report in the Facilities Reception area.
10. To regularly follow up with Contractors and book in work. This work will either come from reactive standing orders or approved quoted works.
11. To ensure Risk Assessments and Method Statements (RAMS) are in place for all Contractors before work can take place.
12. To ensure that completed Work Docket forms are recorded for all Contractor work linked to the Help Call.
13. To run Quality Check reports weekly for checking of Contractor and DEL work by Site Supervisors.
14. To identify changes to plant within the Help Desk and to notify the Assistant Facilities Officer (CAFM & Compliance) when necessary.
15. To post Help Desk updates as required on Workplace to keep College staff informed.
16. To publish monthly data as directed by the Assistant Facilities Officer: (Help Desk & Finance).
17. To keep TF Web (portal for logging Help Calls) updated and advise on any amendments needed to the Assistant Facilities Officer (CAFM & Compliance).
18. To attend and minute relevant meetings as required.
19. To promote the development of the Equal Opportunities Policy throughout all aspects of employment.
20. To develop and maintain quality standards appropriate to the post.
21. To maintain professional standards and expertise by undertaking relevant professional development.
22. To conform with the Health and Safety requirements to the post.
23. To be responsible for the safeguarding and promoting the welfare of children and vulnerable adults wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

PERSON SPECIFICATION

Knowledge		PSM
1	Level 2 qualification in Business Administration, Customer Services or a similar skill sector	A/I
2	Practical understanding of CAFM systems	A/I

Skills/Abilities – Interpersonal		PSM
3	A professional attitude towards customer service	A/I
4	Able to manage workload to ensure Help Calls are prioritised and completed as per set procedures	A/I
5	Effective communicator, both orally and in writing	A/I

Experience		PSM
6	Proven experience of working in a similar role within an education setting	A/I

Work Related Circumstances		PSM
7	The ability and willingness to undertake relevant staff development	A/I
8	The willingness to work flexibly and to cover other tasks within the team	A/I

Skills/Abilities - Other		PSM
9	Ability to effectively communicate with external Suppliers/ Contractors	A/I
10	Appropriate level of IT skills to undertake relevant duties, i.e. Word and Excel or the willingness and ability to undertake relevant training	A/I
11	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I

Prepared By:	Sylwester Rzeminski - Group Head of Facilities and Estates
Date:	July 2020

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test