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Job description and person specification

Estates Helpdesk Manager

Job description

Job title	Estates Helpdesk Manager
College/Service	Professional Service Operatic
Department/Team	Central Estates
Accountable to	Head of FM Contracts Services
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grad
Salary	£44,375 - £52,977 per annum
Location	UAL - Various sites, London
HERA Reference	002415

Purpose of the role

Estates is a busy department delivering a safe and efficient working environment, with a diverse range of services to staff, students and visitors to the University, which includes Facilities Management and associated contracts, Projects, Sustainability and Risk and Compliance. Estates manage all building services and the strategic development of the estate, contributing to the delivery of UALs strategic and operational objectives.

The Estates Service Desk is the first point of contact for many of our customers and the Helpdesk Manager is required to give help and support across a range of services to ensure our customers receive first-class service. The post holder needs to ensure the customer knows that their problem will be resolved and is being dealt with efficiently and professionally.

The Helpdesk Manager acts as a link between our customers and our department's various services to ensure that customer issues are dealt with by the correct people, quickly and competently. They also need to keep customers up to date on progress, with excellent communications to ensure relationships with all stakeholders are maintained.

Key duties and responsibilities

CAFM management

- To be fully conversant with the Service Desk and its CAFM software, providing specialist and technical support, which will include full knowledge of the CAFM database, campus buildings, contractors and SLAs and reporting schedules.
- To monitor and ensure all records are up to date and accessible, including but not limited to PPM records, certifications, service reports etc.

- To maintain the back-office function of the CAFM System, including but not limited to, creating and maintaining workflow, as well as maintaining and updating all existing Assets, Planned Preventative Maintenance (PPM) schedules and Building Locations. To propose and implement improvements to current working methods on the CAFM helpdesk, including but not limited to back-office workflows or front-of-house policies and procedures. This includes working closely with the Senior Management Team to make any future changes and additions, to ensure a correct 'change' process is followed and is in line with UAL policies and IS0 9001 once implemented.

- To work with other Estates teams to ensure any new building projects or refurbishments capture replaced, removed or newly installed assets across the Estate. To include but not limited to running asset reports, maintain traceable logs and build new PPMs.
- To oversee the daily running and usage of the CAFM system. To include but not limited to working with Design & Technology colleagues in diagnosing and solving technical issues, creating and maintaining user accounts within licenced limits and creating or modifying the CAFM interface to ensure it is user friendly. This also includes ensuring data security of the CAFM system by managing access rights, relating to who can create/modify data to avoid any corruptions. To also liaise with CAFM provider to ensure the system is fault free, arrange for relevant software updates and coordinate any relevant training.
- To undertake any other reasonable tasks requested by the Head of FM Contracts Services, Associate Director – Facilities Management or Estates Senior Management Team.

Customer service

- To be the first point of contact for fault reporting, interpretating customer requirements, providing help and advice to customers and communicating courteously via telephone, email, Teams and face to face, answering calls/emails for the business in a timely fashion. Providing customers with correct reference numbers, details of problem resolution and feedback on progress of their calls. Liaise with customers and maintenance contractors to arrange access for work to be carried out. Ensure communication is maintained throughout requests between Facilities Team and end user(s), closing off requests where appropriate.
- To assist Management with the investigation and resolution of customer issues and handling of complaints.

Working with contractors

- To liaise with relevant contractors to ensure calls are completed within the designated timeframe, escalating to senior management where required. To also liaise with Lead Engineers and Operations Managers' daily/weekly to ensure quality of service is maintained.

Quality management

- To carry out weekly telephone audits of an agreed percentage of completed calls and analysis of outstanding calls within the CAFM system, chasing relevant service providers for updates and providing proactive communications to customers, escalating to senior management where required.
- Proactively review contractor and subcontractor performance, feedback to Senior Management areas of good service delivery, poor performance and concerns where required.
- Actively identify/implement innovation across the service desk to enhance performance and continue to meet Estates and customer expectations.

Reporting

- To compile and provide comprehensive statistical reports to senior management as per agreed weekly and monthly schedules via the CAFM System.

Management responsibilities

- Foster professional approach and development for all Helpdesk staff, responsible for leading on recruitment, induction, performance monitoring (1 to 1's and Planning and Review Conversations), coaching, training needs and motivating direct reports, i.e. regular team meetings.

Other

- To provide administrative support to the FM function on service desk matters. This also includes understanding of UAL finance procedures and processes, operating them to the required standard. Examples of these include (but not limited to) sharing quotes with relevant management and uploading onto relevant systems for retrieval/auditing purposes

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Educated to A level standard or relevant work experience, with in-depth knowledge and experience working with CAFM software and associate back-office functions.
- Excellent skills with the Microsoft Office suite specifically including Word, Excel and Access and an aptitude for new software packages and willingness to learn. Certified training in the Microsoft Office suite and/or database packages is also desirable.
- Excellent skills with the CAFM systems including familiarity with inputting and manipulating data as well as the ability to compile and analyse CAFM/Excel reports for senior management prior to dissemination. Certified training in CAFM is also desirable.

Communication skills

- Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way. Excellent interpersonal skills with the ability to connect and build effective working relationships.

Planning and managing resources

- Plans, organises and prioritises own workload effectively and that of the team to ensure deadlines are met, coping with fluctuating demands.
- Ability to work using own initiative with good time management skills, including the ability to coordinate numerous tasks and work to strict deadlines.

Student experience or customer service

- Works collaboratively in a team or with different professional groups, ensuring the principles of equality, diversity and inclusion are upheld.

Creativity, innovation and problem-solving

- Suggests practical solutions to new or unique problems.