

Helpdesk Administrator – Job Description

Reporting to: - Servicing and Contracts Lead

Job Summary

Reporting to the Servicing and Contracts Lead, you will be responsible for managing the administrative process of the day to day facilities management software across the portfolio.

You will be responsible for ensuring the paperwork associated with all aspects of facilities management is correct and in order in accordance with the policies and procedures of the company.

Responsibilities

> To log any required works on the facilities management software on a daily basis

> To ensure the correct quotes and approval is received prior to logging on the facilities

management software

> Acting as a key contact for onsite maintenance or site managers with any urgent

queries

> To assist with the administration/documentation required for Out of Hours works

> To ensure attachments are relevant, up to date and any remedial works or

recommendations are highlighted to the relevant RFM/FD

> To liaise with the facilities team regularly to ensure effective

communication and clear dialogue is constantly maintained

> To run a regular reports from the facilities management software and update the

relevant RFM/FD

> To circulate a spread sheet generated from the facilities management software to the

RFM’s and FD’s weekly

> To ensure the facilities management software is up to date and bring to the attention

any concerns to the Servicing and Contracts Lead

> To ensure you have the correct approval and quotes from the RFM’s prior to adding

onto the facilities management software – supporting the RFM’s if required

> To meet with the RFM’s/FD when required to discuss any issues arising and respond

to any queries raised by any member of the team

> To support the RFM’s with documentation and record keeping as required

> Any ad hoc administration requests by the senior management within the Property

team

> Negotiate with suppliers to achieve best value for the business

> Providing training on the facilities management software as required

Health, Safety and Security:

All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following company procedures.

To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection.

Company Values

Responsible for embodying, and encouraging in others, the Company Values, using the behaviours identified for each value as a basis for decision making and your behaviour.

Equal Opportunities

It is the responsibility of every person to act in ways that support equality and diversity. Equality and diversity is related to the actions and responsibilities of everyone. You are required to carry out your duties in line with the company’s policies and procedures, including relevant legislation, to deliver and promote inclusion and equity in treatment of colleagues and those within our care and access to opportunity at work at all times.

Mandatory Training

Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.

Any other duties necessary for the successful performance of the role.
Key Skills & Experience

v' Excellent organisational and planning skills

v' Outstanding communication and interpersonal abilities

v' Good verbal and written communication skills, including report writing skills

v' Competent with Microsoft office

v' Attention to detail and accuracy

v' Confidentiality and adaptability

v' Excellent communication skills

v' Information gathering and monitoring skills

v' Problem analysis and problem solving skills

v' Judgment and decision-making ability

v' Initiative

v' A proven track record in the Healthcare sector particularly in residential and supported

living services

v' Ability to implement new systems as required in a constantly evolving business

v' Good technical knowledge

v' Sound budgetary knowledge, understanding and experience

Location

This is a National role which may require presence on site across the portfolio.

Full clean driving licence required and own vehicle.