

Job Description



General Details

Job title:	Administrative Assistant – Helpdesk (ECSR18-18)
Faculty/School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke
Tenure:	Permanent or Temporary for 6 months
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 3
Date Prepared:	October 2018

Job Purpose

- Provide a professional, responsive and proactive helpdesk service to customers of the University which involves interaction and contact with staff, students, contractors and visitors, as well as with managers, staff and operatives within the Department
- Support the team to achieve service level targets
- Consistently deliver a welcoming, professional and customer focused service to all internal and external customers of the University

Relationships

Reporting to:	Team Leader – Shared Services
Responsible for:	N/A

Main Activities

1. To undertake a wide range of helpdesk activities relating to Estates and Commercial services provisions including requests regarding; soft facilities, postal, grounds, maintenance, hard facilities, portering, room moves and exam support.
2. To act as the first point of contact for all customer comments and complaints and to deal with these politely, efficiently and appropriately.
3. Receive and respond to promptly to all customer requests using a variety of communication channels including telephone, email, on line chat, twitter, facebook and social media, relating to facilities and services issues, maintenance work and faults, ascertaining accurate and complete information to enable the appropriate teams to deal efficiently with these requests;
4. Deliver a high level of professional customer service to ensure that customers have a positive experience

while making requests and ensure their expectations are set and maintained

5. Deliver high levels of accuracy and methodical working practices to ensure that accurate records are held of all communicated requests from inception to completion
6. Process job requests on the internal CAFM system;
7. Issue job tickets direct to operatives and follow up jobs to resolve as necessary to ensure service level targets are met;
8. Liaising with other staff and teams as necessary, to ensure the resolution of customer enquiries;
9. The issue of work permits and visitor passes to staff and contractors in conjunction with the Departments policies
10. Reporting faults to relevant contractors as necessary and maintenance of associated registers.
11. Assist and support the Team Leader in preparation of management reports.
12. To carry out general clerical duties such as scanning, filing and the maintenance of accurate and secure records for administrative and audit purposes.
13. Role model to the team delivery of excellent customer care to customers, colleagues and visitors
14. To undertake any other duties as may reasonably be required by the Team Leader

Special Conditions

Every member of our team makes a difference to our customers' experience. You will come across customers as you walk around our Estate and in every interaction you have throughout the working day; we rely on all of our staff to be diligent, helpful, kind and courteous to all our customers, colleagues and each other.

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our values, teamwork, reliable attendance, dedication and the ability to show diligence, care and respect to our customers, visitors and colleagues.

This is a permanent full time post working 37 hours over a 7-day week, although requests for part-time hours will be considered

There could be a requirement to travel between University sites which may be through the use of a car.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Susanne Turner – Team Leader Shared Services 01782 295733

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.