

Job Profile comprising Job Description and Person Specification Job Description

Job Title: FM Helpdesk Administrator	Grade: SO1
Section: Property Services - FM Performance	Directorate: Housing & Regeneration
Responsible to following manager: Head of FM Performance	Responsible for following staff: Not applicable
Post Number/s:	Last review date: October 2017

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Provides a professional customer-centric Helpdesk to SSA customers, using the Concerto CAFM to receipt and process email and telephone requests for FM support.

Provide high quality customer service and maintain high levels of customer satisfaction by owning, prioritising, allocating and processing the request for FM support from receipt to completion.

Providing the customer with a Task Reference and regular progress updates until the request / Task has been satisfactorily completed and closed. Update the CAFM system to show Task progress and closure.



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Specific Duties and Responsibilities

1. Staff and manage the FM Helpdesk from 0830-1730 Monday to Friday.
2. Receive and record Customer requests by email and/or telephone in the Concerto CAFM System.
3. Working closely with FM Helpdesk and FM Team(s) to monitor FM service delivery performance and ensure high standards of quality, customer service and customer satisfaction
4. Allocate each request with a CAFM HD Task reference and advise the Customer of the unique reference.
5. Understand the requirements of each task and allocate to directly employed FM staff and/or integrated FM contractors / supply chain partners.
6. Monitor and manage progress of each Task against KPI's including but not limited to Time To Respond (TTR) and Time To Complete (TTC).
7. Regularly update Customer on Task progress and completion.
8. Assist in preparation of management information and forecasting of FM operational (opex) and capital programme (capex) expenditure against budget.
9. Ensure that HD Tasks in the CAFM system are accurately updated in real-time.
10. Where TTR and/or TTC is below KPI standard(s) escalate to appropriate FM Management.
11. Provide regular management information reporting to FM Performance Manager.
12. Ensure that all holiday and sickness absence is covered by suitably trained and competent staff.
13. Regularly monitor and measure Customer satisfaction levels by conducting pulse surveys of Customers who have used the FM Helpdesk function.
14. Support general FM administration duties as and when required



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Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

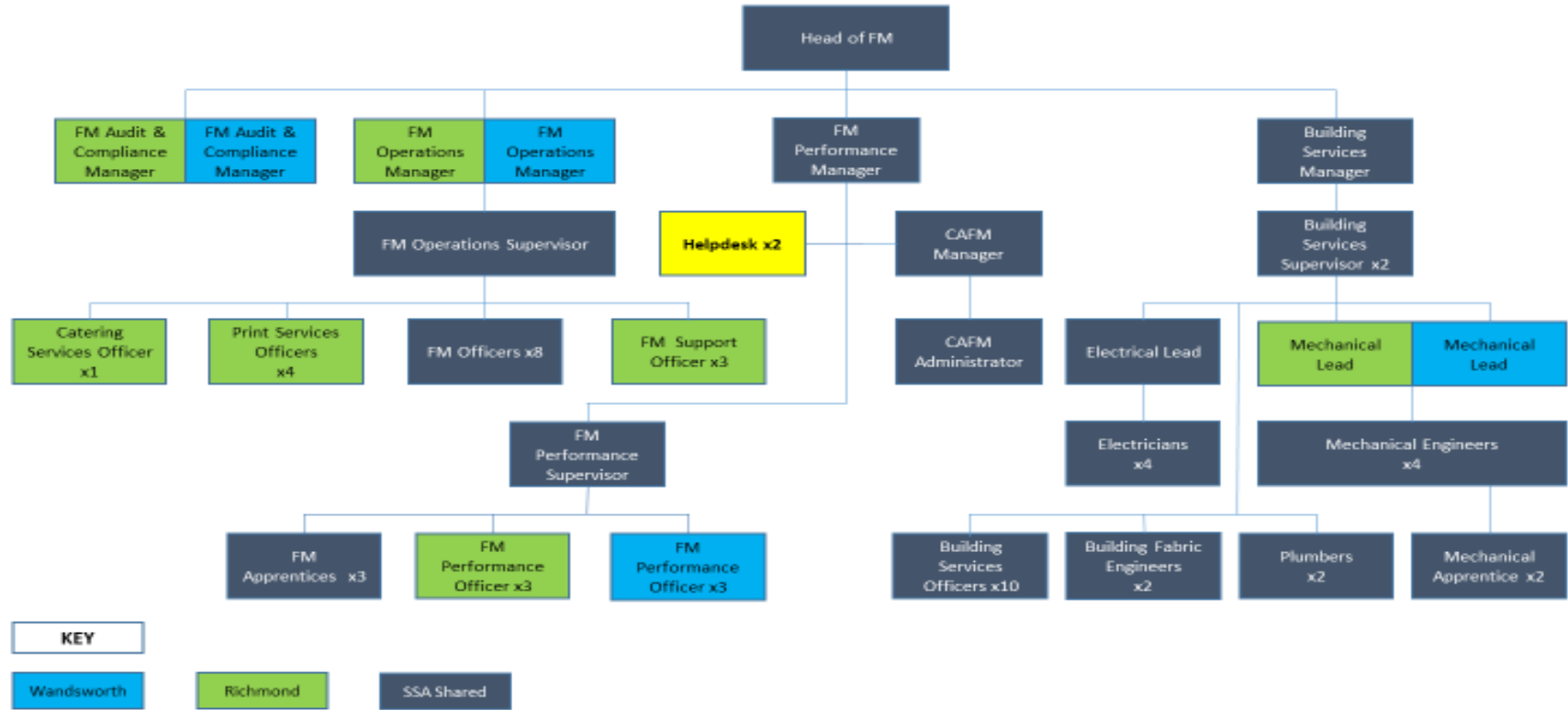
Manages

NA



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Team Structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

Person Specification Requirements	Assessed by A & I/ T/ C
Knowledge	
Good understanding of the Council’s property estate(s)	A & I
CAFM (Concerto) systems an MS Office	A & I
Basic understanding of mechanical and electrical assets / systems	A & I
Experience	
Customer Services	A & I
Helpdesk / Call Centre	A & I
Multi-tasking in a fast paced, pressurised working environment	A & I
Skills	
Exceptional telephone manner, ability to instil confidence	A & I
Ability to quickly assimilate information and identify specific resolution requirements.	A & I



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The ability to organise and prioritise own workload, to work under pressure and meet deadlines.	A & I
Qualifications	
GCSE educated or equivalent vocational qualification	A & I

A = Application form, I = Interview, T = Test, C = Certificate