Helpdesk Administrator

Department: Directorate of Technology, Estates & Facilities - Customer Service & Administration

Hours of work: Full time

Contract type: Open

Salary: £24,285 - £27,131 per year
**Introduction**

DTEF is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

This role is part of the Customer Service & Administration Team within Facilities and will report to the Helpdesk Team Leader.

**Main purpose of the role**

The Facilities Helpdesk provides a dedicated customer care facility and acts as a first point of contact for customers wishing to access the services provided by the Directorate. We deal with a wide range of enquiries and are often the first contact for urgent issues and emergencies on site. The team also oversees the Contractor Reception for the University and ensures that any necessary competency checks are completed before booking contractors on site.

The post holder will be expected to work closely with colleagues in the Directorate of Technology, Estates and Facilities to respond to the needs of campus users. The University campus is busy and complex and the postholder will be expected to develop both a thorough understanding of the estate and the ability to accurately discern the different roles of the individuals who look after it.

As a more senior member of the team the post holder will deal with more complex queries while managing their own designated work areas and providing support and guidance to other team members. Due to the largely reactive nature of Helpdesk’s responsibilities, queries requiring expertise will be varied and the post holder will need to be resourceful and adaptable when finding solutions.

Some examples of typical designated work areas include the following: providing both planned and ad hoc reports directly to senior members of the estates team, contributing to working groups and ensuring Helpdesk actions from these groups are completed, chasing external contractors for information on completed work to update the facilities management information system, assisting colleagues in Health and Safety by recording and allocating remedial actions from fire risk assessments with total precision.

The working pattern may require early starts on a rotational basis as the office operates between 07:30 to 17:00 Monday to Friday.
Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

Role Specific Responsibilities

● Provide high quality customer service and be the first point of contact for students, staff and contractors. Enquiries are principally received via email or over a busy telephone service.
● Use initiative to create and analyse reports for key stakeholders using data extracted from the Directorate’s facilities management information system (currently Planon).
● Be responsible for prioritising and organising your own work areas as well as completing tasks from a shared team rota.
● Operate and provide guidance to users on a newly implemented University Contractor Management System (Verature).
● Register contractors on and off campus and ensure they meet all compliance requirements, liaising with staff from across the Directorate where appropriate.
● Act as a liaison between different teams and services within the Directorate to help facilitate and anticipate the needs of our customers by sharing your knowledge and expertise.
● Proactively monitor, respond to and investigate all requests for facilities related queries using Salesforce customer relationship management software.
● Contribute to working groups, advise and make recommendations for continuous improvement initiatives to resolve issues and improve services.
● Prepare communications and assist in sharing information in a timely and professional manner.
● Assist in the training, development and support of colleagues and new staff

University of York Responsibilities for Grade 4

Service and Operational Delivery

● Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
● Share knowledge with colleagues and others to enable effective service or operational delivery.
● Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
● Provide guidance and advice to resolve problems and queries for a broad range of customers.
● Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
● Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement

● Contribute to the ongoing improvement, development and implementation of University processes and systems.
● Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
● Proactively identify opportunities for building new personal knowledge and skills.
Specialist Contribution

- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
- Record data and information accurately
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

Collaboration and Communication

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

<table>
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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in a customer service administrative role.</td>
<td>Essential</td>
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<td>Be confident making decisions based on operating procedures, acting with discretion when required.</td>
<td>Essential</td>
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<td>Flexible and adaptable to the changing needs of the University community.</td>
<td>Essential</td>
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<td>Knowledge of the requirements and challenges of estates and buildings in a university/education environment.</td>
<td>Desirable</td>
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<tr>
<td>Experience of managing complex queries in a Helpdesk/Reception environment.</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 4

**Qualifications:**

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Accurately record, analyse, interpret and report information/data  
- Use digital technologies including Google applications and/or Microsoft Office  
- Communicate effectively in verbal and written formats  
- Organise activities and resources  

**Behaviours:**

- Works collaboratively with others  
- Delivers a quality service  
- Develops self and others  
- Actively champions respect, inclusivity, equality and diversity  
- Identifies and implements continuous improvement