

**Job Description:**

**Xxxx**

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| Function: |  |
| Position: | Helpdesk Operative |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Helpdesk/Reception Manager Paula Cox |
| Additional reporting line to: | Helpdesk/Reception Supervisors Sian Mills & Christopher Webb  Senior Operations Manager Christine Webb |
| Position location: | FM Building |
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| 1. Purpose of the Job – State concisely the aim of the job. | |
| * To receive, log and process service requests * Contribute to the delivery of a quality 24hr Helpdesk and Reception service in accordance with specification standards and carrying out operative duties when necessary. | |

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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Required to gain knowledge of hospital layout, service standards and equipment requirements including Carps, Traczo and Maximo * Knowledge of Microsoft Office products including Word, Excel and Outlook. * Works to agreed schedule ensuring compliance with procedures. * Follow Trust policies, procedures, practices and service delivery for own work area and monitors that others also comply. * Implements changes in the delivery of Helpdesk service. * To help maintain a safe working environment. * To comply with the company’s policies and procedures. * Observe all Health and Safety regulations and policies appertaining to staff. * To undertake the duties of other staff as necessary to ensure the maintenance of the service. * To give advice and full co-operation to colleagues and Trust staff in a prompt manner. * To deal with customer complaints, refer to managerial staff where necessary * Demonstrate commitment to the department. * To encourage and maintain good working relationships with all users of Helpdesk and domestic admin services. * Maintain a professional attitude at all times. * Attend meetings as required. * Develop close and effective working relationships with all service managers and supervisors. * Persuasive skills for staff, patients and relatives. * Train new staff. * Work to departmental protocol when working on wards, departments and all other areas of the Trust. * Complete work records as required. * Report any problems that cannot be adequately resolved to their line manager/supervisor * Work to supervisors instructions in accordance with specified standards and in accordance with Helpdesk methods of work/procedures. * Concentrate in inputting data and allocating tasks. * Dealing with difficult and emotional situations and requests. * Call response times maintained within required service standards. * Requests recorded and process within service standards. |

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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Conform with any relevant legislative and codes of practice appertaining to Health and Safety Legislation. * To receive, log and process service requests in a timely manner to ensure compliance to Trust policy and procedure. * To ensure that confidentiality is maintained at all times in conjunction with the Trust Confidentiality Policy. |

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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Conform with any relevant legislative and codes of practice appertaining to Health & Safety Legislation. * To monitor areas of responsibility according to contractual requirements * Ensure that requests are recorded and processed with in accordance with the service standards. * To undertake/carry out training as required. * To work as part of a team contributing to the development of the service we provide. |

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| 2. 5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * Ability to ambassador the company values. * Ability to work as part of a team contributing to the development of the service we provide. * IT literate including knowledge of Microsoft Office products e.g. Word, Excel and Outlook. * Excellent customer service skills and effective complaints handling. * To act on their own initiative and adapt quickly to change. * Understanding of confidentiality constraints and sensitives. * Understanding customer care. * Ability to listen and have good communication skills. * Adaptable and self -motivated. * Accuracy and attention to detail. |

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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Senior Operations Manager Christine Webb  Helpdesk, Reception Manager  Paula Cox  Head of Talent  Helpdesk, Reception Supervisors    Receptionists  Helpdesk Operatives |
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**Levels**

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Received:

Date:       Date:

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Job holder Immediate Manager