

Job Description:

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| Function: | | | |  | | | | | | | | |
| Job: | | | | Hard FM Helpdesk Operative | | | | | | | | |
| Position: | | | | Hard FM Helpdesk Operative | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Compliance Manager, Sarah Cullen | | | | | | | | |
| Additional reporting line to: | | | | Compliance Officer, Beth Finney  Compliance and Performance Manager Melinda Dooley | | | | | | | | |
| Position location: | | | | Sodexo House | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To receive, log and process service requests for Hard FM * Contribute to the delivery of a quality Hard FM Helpdesk service in accordance with specification standards and carrying out operative duties when necessary. * Assign tasks and review standards to ensure compliance. | | | | | | | | | | | | |
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| 2. 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. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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. |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to 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 & Safety Legislation. * To receive, log and process service requests for Hard FM 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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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Be responsible for your own health and safety and that of any other person working with you. Take care to ensure that your activities do not put others at risk. * To monitor areas of responsibility according to contractual requirements. * Ensure that requests are recorded and processed with in accordance with the service standards. * Monitor performance standards and escalate to management to the agreed service standards/comply with departmental and company standards. * To attend and actively contribute in meetings as required. * Assist managers/supervisors with the collation of monthly contractual reporting utilising CAFM system results. Implementing actions agreed as required. * To undertake/carry out training as required. * To undertake the duties of other staff as necessary to ensure the maintenance of the service. * To establish and maintain good working relationships with customers and staff ensuring their health, safety and welfare. * To help maintain a safe working environment and comply with the company’s policies and procedures. * Be an ambassador for the company as his/her actions and conduct will be judged by consumers as an indication of the quality service provided by the company as a whole * Monitor Helpdesk Inbox, action as appropriate and where necessary escalate to a manager or supervisor * Assign daily/weekly/monthly PM’s and reactive tasks to engineers * Send out monthly questionnaires and record responses * Update log, chase costings and monitor MNW jobs through to completion * Compile MNW monthly statistics and provide to Finance Department * Monitor and chase Daily Good Housekeeping from Managers and Shift Teams * Radio usage to contact engineers to advise of new jobs within required timelines or to chase existing jobs * Answer telephone queries fron Departments chasing up job progress * Be aware of any Fire Alarm Activations and take necessary action * Check all jobs reported overnight have been assigned to engineers by Main Helpdesk * Review reports from shift, raise any follow on’s required and action any other requests * Continually review jobs to ensure correct status’s and on-time completion to ensure services failure penalties are kept to a minimum. * Download, manipulate data and distribute reports throughout the day for outstanding daily, weekly and monthly tasks * Review and action any completed paperwork from engineers, update notes, action TRA’s/PRCN’s, upload relevant paperwork and process any other documentation as required for Hard FM. * Any other duties as deemed appropriate by the line manager. |

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| 6. 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. |
| * Call response times maintained within required service standards. * Minimum complaints. * Requests recorded and processed within service standards. * Training records, PDR’s up-to-date. * Infection Control is everyone’s responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts’ Infection Prevention and Control Policies and make every effort to maintain high standards of in-fection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * 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. * Knowledge or eagerness to learn different IT systems including Global Maximo * Ability to recommend and influence positive changes to the delivery of service * Excellent customer service skills and effective complaints handling * To act on their own initiative and adapt quickly to change * Understanding of confidentiality constraints and sensitivities * Understanding of Customer Care * Ability to listen and have good communication skills * Adaptable and self-motivated * Emotional Resilience * Accuracy and attention to detail |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | Learning & Development | Leadership & People Management | | Employee Engagement | Innovation and Change | | Brand Notoriety |  | |

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| 9. Management Approval – To be completed by document owner |
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