

Job Description: Helpdesk Operator



Function:	Operations
Job:	Helpdesk Operator
Position:	Helpdesk Operator
Job Holder:	TBC
Date (in job since):	TBC
Immediate Manager:	Information & Helpdesk Manager
Additional reporting line to:	Head of Estates
Position Location:	Hereford Hospital

1. Purpose of the Job

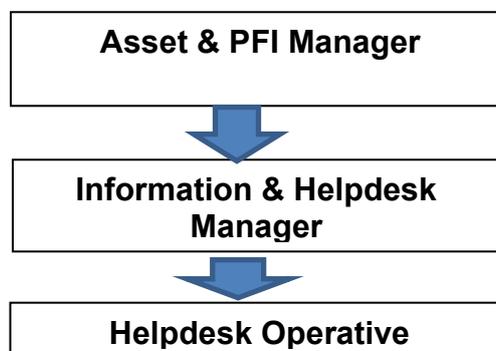
- Delivery of the helpdesk function at The County Hospital, Hereford in accordance with the relevant policies and procedures. Respond to internal calls by providing a first point of contact to all requests, prioritising, allocating and monitoring resource to comply with contractual obligations and corporate governance.
- Provide a professional polite service both internally & externally, ensuring all calls are handled within KPI's and business requirements

2. Dimensions

Revenue FY19:	tbc	EBIT growth:	tbc	Growth type:	NA	Outsourcing rate:	NA	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	NA	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics

3. Organisation Chart



4. Main Assignments

- Answer internal calls in a professional and courteous manner with the correct salutation.
- Record each call requiring a service response into the relevant management system, ensuring accuracy of data input and monitoring each task to completion. Monitoring of task completion will include timely escalation of potential and actual breach of predetermined target response times.
- Respond to emergency alerts adhering to the relevant procedure for resource allocation and ensuring accuracy of data input onto the management system.
- Adherence to the procedure for allocating tasks ensuring that resource allocation is suited to the training and competence of individuals in each instance.
- Use of and adherence to systems in place for maintaining records of service activities.
- Adherence to policies and procedures relating to the management of the helpdesk service, including but not limited to, allocation of tasks, monitoring of service activities and analysis of performance.
- Provision of monthly and ad hoc performance reports as required.
- Liaising with the Sodexo Operational Teams as necessary to ensure client and internal requests are fulfilled.
- Establishment and maintenance of effective communications and working relationships.
- Attendance at meetings as required.
- Participation in and contribution to Sodexo forums, initiatives and training.
- Any other duties as may be reasonably required.
- Effective operation of the Switchboard and its associated systems.
- To comply with Sodexo and site operational policies and procedures.
- Support other Sodexo staff in their duties.
- Provide operational cover for other clerical staff.
- Telephone and face to face liaison with internal staff and contractors
- Operate and update the paging and bleep systems;
- Initiate internal procedures on activation of emergency call or alarm.
- This list is not exhaustive, and you are expected to follow an reasonable management instruction
- Assist with providing support to The County Hospital, Hereford Switchboard as and when business needs required

5. Accountabilities

- Delivery of the helpdesk function in accordance with the relevant policies and procedures.
- Respond to and log internal calls, prioritise tasks, allocate resource and monitoring task completion and resource availability.
- Respond to emergency alerts adhering to the relevant procedure for resource allocation and ensuring accuracy of data input onto the management system.
- Provision of monthly and ad hoc performance reports.

6. Person Specification

Essential

- Articulate and confident communicator, with the ability to develop and maintain effective working relationships.
- Confident and proficient in the use of IT systems.
- Attention to detail, with a commitment to continuous improvement and service excellence.
- Flexible and adaptable approach to working within the changing needs of the business.
- Good understanding of Excel

7. Competencies

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| <ul style="list-style-type: none">▪ Customer Focus▪ Being Resilient▪ Communicates Effectively | <ul style="list-style-type: none">▪ Drives Results▪ Nimble Learning▪ Optimises Work Processes |
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8. Management Approval

Version	3.0	Date	May 2025
Document Owner	Rachael Lewis		