

# Job Description: Information & Helpdesk Manager

Function:	
Position:	Information & Helpdesk Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Asset & PFI Hand Back Manager
Additional reporting line to:	Head of Estates and Technical Services
Position location:	Hereford County Hospital

## 1. Purpose of the Job – State concisely the aim of the job.

- To be the custodian of the information library for Technical Services and Estates at Hereford County Hospital (HCH) maintaining accurate records
- To manage coordinate, monitor and record all functional activity and performance levels within the Helpdesk service in line with Sodexo's contractual requirements.

## 2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To create a comprehensive library, keeping records updated of information relating to all engineering services.
- To prepare or update technical information as directed by the asset manager as identified as required
- Monitor Helpdesk staff in managing all enquiries in an efficient, polite and timely manner.
- To fully comply and ensure compliance within the team with all safe systems of work, risk assessments, operational procedures and Health & Safety legislation.
- Participate in departmental quality control systems by checking and recording standards, dealing with user complaints and reporting as necessary as required by the business.
- To ensure compliance / governance processes are followed on the CAFM system by engineering teams
- Carry out spot checks on completed works to ensure correct procedures are carried out in line with central governance.
- To support the management team with appropriate cover as required
- To lead by example in line with Managerial Behaviours, acting as an ambassador for Sodexo
- To support with PFI hand back activity
- Any other duties as may be reasonably required.

**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.**

- To ensure up to date reports are produced as required, analyzing data and proactively driving continuous improvements in the data and records.
- To identify and complete any documentation that is required to support and meet the compliance of contractual and hand back activity at site.
- Ensure effective people management practices are followed in line with Sodexo policy and our (EVP) Employee Value Proposition.
- To act as an ambassador for Sodexo and build effective and productive relationships with colleagues, client staff and visitors.
- To stay up to date with professional and mandatory training requirements, this includes talent & performance activity. The same applies to you driving this activity with direct reports.
- Complete adherence to our Zero Harm Mindset strategy
- Attend meetings as required.
- Adherence to all policies and procedures relating Sodexo and to the management of the helpdesk service, including but not limited to, allocation of tasks, monitoring of service activities and analysis of performance.

**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.**

- You will report to the Asset & PFI Hand back Manager, ensuring clear communication at all times.
- Effective management of the Helpdesk function, ensuring contractual obligations are met.
- To ensure a full and accurate library of information is available and maintained.
- To ensure up to date and ad hoc reports are produced as required, accurately, analyzing data and proactively driving continuous improvements in the data, performance and records.

**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.**

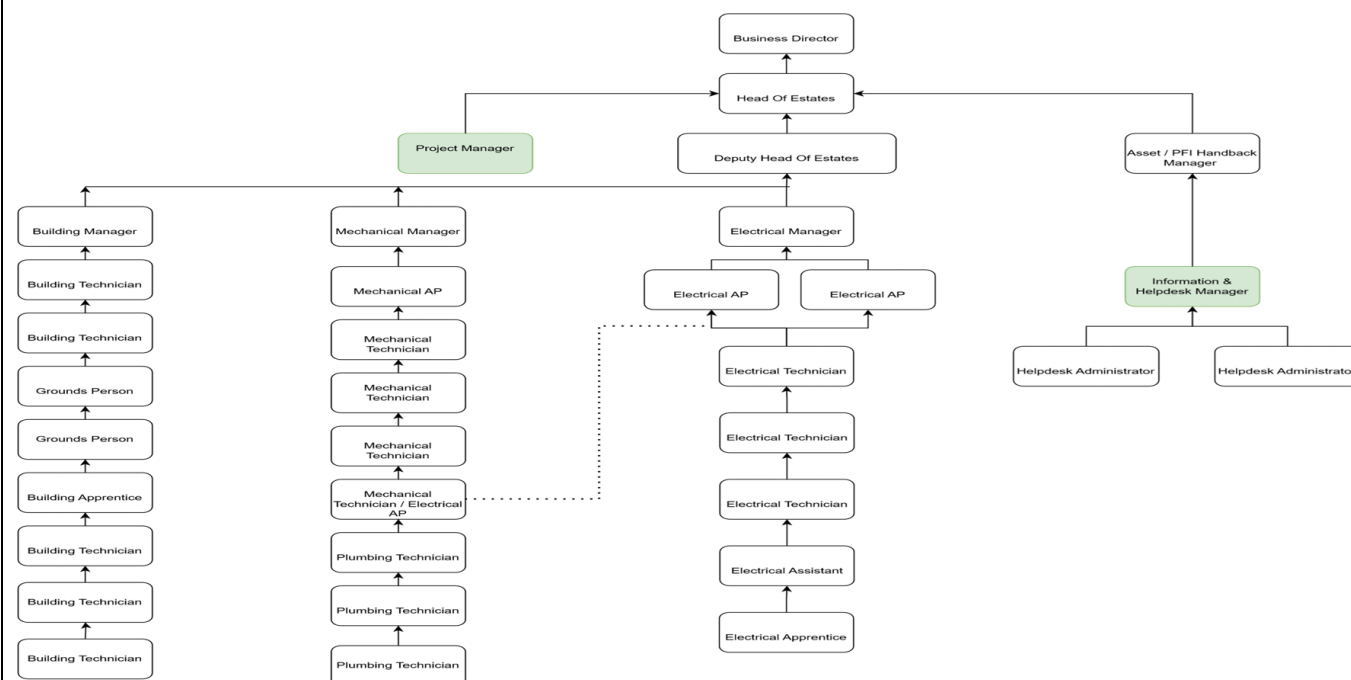
- HCH is a circa 400 bed community hospital that provides various outpatient functions and Sodexo provide that Hard & Soft Facilitates Management and the documentation you will collate and monitor for accuracy relates to all areas.
- Managing 2 Helpdesk staff, looking for ways to create development and resilience utilizing resources available at site.

**6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.**

- To hold or be in the process of applying for a Corporate Membership from the institute for either the Electrical or Electrical & Electronic or Building Services membership

- A minimum of 4 years' experience in the investigation, analysis, and preparation of technical information
- Hold a national certificate in one of the following: Electrical, Electrical and Electronic Engineering, or Mechanical Engineering. The alternative to this is to hold an equivalent certificate validated by TEC, DCOTEC or their successors, or passed part one examination of the Royal Institute of British Architects, or a Diploma in Environmental Engineering / Plant Engineering or Building Services Engineering.

**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.



Received:

Date:

Date:

Job holder

Immediate Manager