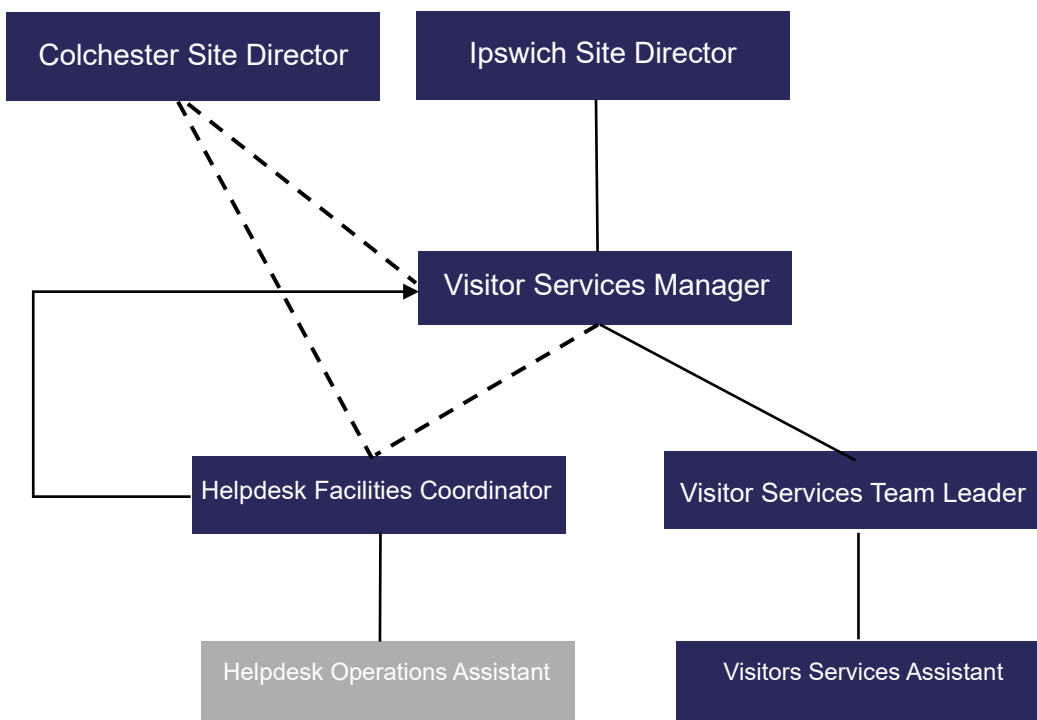


JOB DESCRIPTION – Helpdesk Operative

Position Title	Helpdesk Operative	Department	Visitors Services
Generic Job Title	Helpdesk Operations Assistant	Segment	Healthcare
Team Band	Frontline Staff	Location	Colchester
Reports to	Visitors Services Manager	Office / Unit name	Colchester Hospital

ORGANISATION STRUCTURE



Job Purpose

This means specific accountability to:

- To act as first point of contact for enquiries and requests for both Colchester and Ipswich Hospitals and Community Sites
- To provide a customer-focused Helpdesk service, responding to calls and emails in a timely and accurate manner in accordance with the service level specification
- Record all calls ensuring that the relevant information is logged onto EPIC, FM First or Health Roster, updating spreadsheets where necessary with user information, ensuring that all requests are logged immediately and dispatched within the specified timescales
- Follow the call handling script for courteous and effective call handling, providing the department with a task number
- Be knowledgeable, respond to calls for the following services:
 - Porterage
 - Transport including the booking of taxis
 - Security including the booking of external security officers
 - Housekeeping
 - Catering
 - Estates
 - Grounds and Gardens
 - Linen and Laundry
- HR calls logging staff absences
 - Completing the red form accurately as this generates the email to the Line Manager
 - Updating Health Roster with absences and return to works
- Ensure complaints are dealt with in an efficient and sensitive manner, whilst ensuring appropriate records are maintained
- Provide an administrative support service to the team maximise time and to ensure a good response to customer service
- Regularly review logged calls on the database, to monitor completion times
- Ensure completed and partially completed tasks are entered into the database, to maintain the status of tasks outstanding
- Follow the Helpdesk logging procedures for Sodexo and be the focal point for all calls
- Responsible for passing on instructions to Facilities staff, recording such action in response to call, requests etc. to enable performance targets to be achieved
- Open work orders for all requests and prioritise urgent calls
- Update and maintain files
- To operate the FM First system using all facilities incorporated within the programme
- Ensure that all requests are logged immediately and despatched within specified time
- Ensure that delays are recorded to enable avoidable inefficiency to be discussed and managed with the Trust Managers
- Monitor and Prioritise EPIC requests as required
- To maintain frequent and regular contact with the users of the Porterage Service as directed by the Facilities Co-ordinator
- To achieve a high personal profile as a controller of the Porterage/ Transport operation and form a good working relationship with all users
- To ensure that performance specifications and criteria reflect user requirements
- To ensure that the Porterage/ Transport Department is aware of, and responds to, changes in requirements as they occur
- To co-operate in departmental and company initiatives to enhance customer relations
- To communicate ideas and suggestions amongst staff
- To adopt a professional attitude in dealing with colleagues and clients.
- To ensure that the team is aware of the importance of the corporate objectives, image and reputation
- To promote a safe and healthy working environment for the team in accordance with Sodexo policy.
- To act as Driver/ Porter as operating circumstances dictate, or in emergency situations

Accountabilities or “what you have to do”

- Deal with external and internal queries. This may include providing complex or sensitive non-clinical information
- Pass on messages as appropriate to the relevant person in a timely way
- Use initiative to deal with routine and some non-routine problems that may arise, and only exceptionally refer more complex issues to the appropriate person
- To actively participate in the development of improvements for the service
- Incorporate new practices to take account of new technology, demand/capacity tools
- Work to standing operating procedures and departmental guidelines
- Keeping up to date with relevant IT/information systems
- Operate office equipment e.g. photocopier, printer etc. to support administrative processes
- To ensure all relevant systems and databases are accurate and up to date
- To contribute to the further development of the Facilities Helpdesk
- To keep own knowledge and skills up to date and attend relevant training and development
- Responsible for safe use of Helpdesk equipment and headsets which should be worn at all times when taking calls
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures outlined by the East Suffolk & North East Essex Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Note: This job description is issued as a guide to your principal responsibilities. It may be varied from time to time to meet new working requirements and does not form part of your Contract of Employment



Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Helpdesk fully operable during Service Level Agreement parameters
- Response times to tasks under 15 minutes
- Calls answered and handled within the 5-minute SLA window.
- Regular team huddles and engagement.
- Career development and opportunity for personal growth through wider facilities team.
- Receptive to change and fluctuating pressures of an acute hospital setting.

Skills, Knowledge and Experience

Essential

- Experience of working in a customer focused environment
- A good general education
- O Level/GCSE qualifications including Maths/English
- The ability to work as a part of a team and to collaborate and build relationships with peers and client representatives.
- Experience of teamwork
- Act in a professional manner
- Calm and rational
- Friendly, reliable, responsive with the ability to meet client, user and staff expectations
- Must be a team player, who will assist and support colleagues.
- Must be able to use initiative, be efficient and organised with a strategic approach to problem solving.
- Must live within an acceptable travelling time of the hospital and be able to work shifts, must have the ability to work additional hours.
- Ability to prioritise and meet deadlines
- Understanding of a Customer Services environment

Desirable

- NVQ in Customer Service
- Previous work in an NHS/Healthcare environment or understanding Customer Services within a hospital environment



Contextual or other information

- During the course of his/her duties the post holder may have access to private and confidential information which must not be divulged to any unauthorised person or relative at any time.

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Document owner	Robert Deal		