

Job Description:

Function:	Hard FM Healthcare
Position:	Helpdesk Operative
Job holder:	(Vacant)
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Leah Cairns – Workflow Manager
Additional reporting line to:	
Position location:	Manchester University NHS Foundation Trust

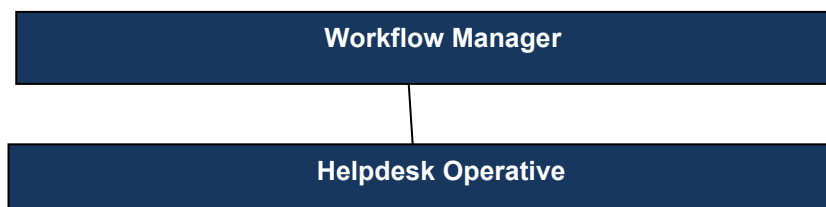
1. Purpose of the Job –State concisely the aim of the job.

- Answer direct phone calls from Internal Departments & Switchboard
- Accurately log and assign all service requests
- Regularly checking the Helpdesk Inbox and answering any email queries/job logging
- Provide general administrative support to the team
- Assist the working operatives with job request extensions and liaising with Planners/Core Team Leaders to ensure jobs are attended within the given SLA
- Assist with job chasing from client departments and regularly updating work logs for each action.
- Liaising with all Soft services departments with jobs logged on HIVE

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 FY17:	£tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics									

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.



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.

- Exchange, interpret, analyse and calculate information and communicate to all required parties
- Have administration skills and experience within a maintenance environment
- Collect all data and information required by technical management
- Present data and information in standard formats for technical managers.
- Assist Compliance manager in collation of information from site the day to day operation of the CAFM system
- Issue PPM and reactive work as required and assist in the processing of work ,
- Compilation of reports from the CAFM system and make any additions or requirements that may be needed to operate the system
- Ensure the efficient operation of the Data Management systems on the hospital site
- Manage the security and upkeep of the CAFM system operator's tablet units liaising with Global Maximo support teams and Sodexo IT as required
- Training (and recording) of all users in the operations associated with the use of the site CAFM system

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

- Act as a Super User for the CAFM system and assist users with any training, password or any device issues.
- Performance Monitoring of the system against
 - Reactive maintenance
- Handle telephone calls from the trust providing a high level of customer service.
- The collection and provision of data related to all estate maintenance operations
- Collation and management of digital and paper records and filing in line with the Sodexo Quality system.
- Ensuring good communication channels are maintained.
- To provide daily, weekly and monthly scheduled reports to the client and any ad hoc reports;
- All reports below as requested in the agreed timescales. (Note this list is not exhaustive).
 - Reactive Extension requests
- To represent Sodexo in applicable working groups for ensuring compliance with all relevant Health & Safety Legislation and site specific Health, Safety and Welfare policies.
- Maintain formal and informal communication with Trust managers related to services activities/ working group. Develop good working relationships with clinical and non-clinical staff at all levels
- Provide administrative support and advice for Hard FM staff where required.
- Co-operating and working closely with the helpdesk team to ensure the continued effective management, development and operation of the CAFM system.
- Complying with safe systems of work at all times

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.

- Communication & Relationships Skills
- Successful utilisation of the CAFM system at all levels
- CAFM reports delivered in compliance with requirements of the PFI Contract
- Supporting the Planning & Co-ordination Lead to ensure the monitoring of the CAFM system at all times
- Knowledge, Training & Experience
- Analytical & Judgemental Skills

- Planning & Organisational Skills
- Patient/ Client Care
- Financial and Physical Resources

7. Person Specification –Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience within a similar role
- Self-motivated and able to adapt to changing priorities
- Able to demonstrate an aptitude for problem solving using a logical approach
- Works well in a pressurised environment
- Ability to deal with people at all levels
- Ability to be an effective Team player
- Aware of relevant Health & Safety and general legislative matters
- Attend external and internal courses as required
- Must be computer literate
- Must be able to demonstrate good verbal and written communication skills
- Good level of mathematical skills

Desirable:

- Previous experience within a Health Service context
- Demonstrating maturity in working with Hard FM groups
- Any specialist knowledge relevant to the health care environment
- Previous experience using SharePoint and Maximo CAFM systems (desirable)

8. Competencies –Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ Employee Engagement
▪ Learning & Development	▪ Highly Motivated
▪ Employee Engagement	

9. Management Approval –To be completed by document owner

Version	Version 1	Date	October 2025
Document Owner	Leah Cairns		

10. Employee Approval –To be completed by employee

Employee Name		Date	
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