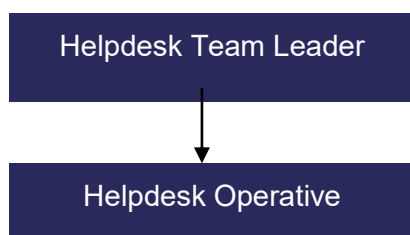


JOB DESCRIPTION

Position Title	Helpdesk Operative	Department	Helpdesk
Generic Job Title	Helpdesk Operative	Segment	Healthcare
Team Band	AFC Band 3	Location	Manchester University Foundation Trust
Reports to	Helpdesk Team Leader / Logistics Operations Manager	Office / Unit name	Oxford Road Campus

ORGANISATIONAL STRUCTURE



Role Summary

You will act as a key member of the Helpdesk team, ensuring that a professional and efficient helpdesk service is in operation across MFT.

Main Assignments of Role

- To act as the first point of contact for all Estates & Facilities Helpdesk enquiries.
- Respond promptly to incoming calls and emails, ensuring accurate logging of requests in line with the systems used.
- Assign and prioritise work orders in line with SLAs and KPIs.
- Maintain and update task records to reflect real-time status and completion.
- Monitor the Estates & Facilities mailbox and distribute requests to relevant departments.
- Liaise with internal teams to co-ordinate timely responses to service requests.
- Support the team with administrative duties such as filing and record keeping.

Sodexo Healthcare, Manchester University NHS Foundation Trust, Oxford Road Road, Manchester, M13 9WL

Sodexo Limited – No 842846 England – Registered Office – One Southampton Row – London – WC1B 5HA

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- Promote a positive, professional image of the Helpdesk and wider Estates & Facilities team.
- Handle / escalate customer complaints efficiently and sensitively, ensuring appropriate documentation is maintained.
- **Additional General Responsibilities**
 - Maintain a high standard of personal hygiene in accordance with company policy.
 - Arrive in time for duty and in non-uniform clothes, changing into clean Sodexo uniform and clocking on. Post holders are required to wear their identity badge with a current photograph on at all times.
 - Provide guidance and advice to new team members or relief staff where necessary.
 - Completion of paperwork relevant to post.
 - Workload will be determined by daily requirements, and post-holder may be required to use initiative in order to prioritise tasks and responsibilities.
 - At times you may be required to go and work in other areas to assist with the cover of annual leave and sickness.
 - At times post holders may be required to carry out reasonable additional duties connected to their employment, as directed by their line manager.
 - This is not an exhaustive list of your duties as a Helpdesk Operative but is a broad overlay of your expected duties and responsibilities.

Key Skills, Knowledge, Training & Experience

- Good communication skills to enable communication with customers, colleagues, patients and clients regarding job tasks.
- Ability to work as part of a team.
- Experience working in a customer-focused environment.
- Experience of working in a healthcare environment (desirable).
- Good understanding of health and safety and manual handling practices.
- Ability to respond constructively and professionally to unpredictable situations.
- Attend mandatory induction and health and safety related training and all other required training.

Emotional Effort

- Be able to work under pressure in a busy environment.
- Able to respond to patient conflict or complaints in a professional manner, escalating or reporting incidents to your line manager where appropriate.
- Able to balance conflicting and changing priorities within a given time.

Health and Safety

- Observe all statutory Health and Safety Regulations. Post holders are responsible for reporting any hazards that are encountered in the workplace. Post holders are also responsible for reporting to your line manager any equipment which is in need of repair.
- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

- Observe and apply all MFT / Sodexo Health and Safety protocols, i.e. use of personal protective equipment (PPE), carrying out the Three Checks for Safety prior to engaging in work tasks.
- To co-operate with MFT in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- Report defects and faults in accordance with company procedures.
- Report any accidents, incidents, failings in equipment or personal protective equipment.
- Post holders should not attempt to carry out tasks or repairs beyond their competence.

Infection Control

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 infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed at the Manchester Central Hospitals Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by MFT / Sodexo.
- Staff members who develop recurrent skin and soft tissue infections and other infections that may be transmittable to patients have a duty to contact Occupational Health.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- To participate in the MFT Appraisal Process, outlining any areas of development and working alongside your supervisor or service manager to build your skills, competencies and knowledge.

Standards of Behaviour

- MFT and Sodexo Values and Behaviours / Code of Conduct must be adhered to at all times.

Confidentiality

- To ensure that patient/visitor/staff confidentiality is maintained at all times. The post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- Staff must conduct themselves in a professional manner at all times and be aware of patients' dignity and privacy when it comes to their personal information.

Equality and Diversity

- To promote equality and diversity in your working life ensuring that all the staff and patients who you work with feel valued and treated in a fair and equitable manner.

Equal Opportunities

Sodexo / MFT encourage Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.