

Job Description:   
Helpdesk Administrator

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| Function: | | | | Administration | | | | | | | | |
| Position: | | | | Helpdesk Administrator | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Contract Office, Helpdesk and Reception Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | P05, Merville Barracks | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * The post-holder will report to the Contract Office, Helpdesk and Reception Manager and assist him/her in the management and control of the helpdesk * The post- holder will provide customer interface for fault reporting, including recording of events and service failures, chasing completion of calls and liaising with contractors. * The post-holder will produce and circulate performance reports as required. | | | | | | | | | | | | |
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| 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 FY13:~~ | ~~€tbc~~ | | ~~EBIT growth:~~ | | ~~tbc~~ | ~~Growth type:~~ | ~~n/a~~ | ~~Outsourcing rate:~~ | ~~n/a~~ | ~~Region Workforce~~ | ~~tbc~~ | |
| ~~EBIT margin:~~ | | ~~tbc~~ |
| ~~Net income growth:~~ | | ~~tbc~~ | ~~Outsourcing growth rate:~~ | ~~n/a~~ | ~~HR in Region~~ | ~~tbc~~ | |
| ~~Cash conversion:~~ | | ~~tbc~~ |
| Characteristics | | * Good all round organisational skills * Good communicator * Team player * Flexible approach to work to meet customer needs * Uncompromising over achieving customer standards * Committed to continuous improvement * Develop and maintain a relationship with all Nominated Persons authorised to use the Helpdesk | | | | | | | | | | |

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| **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. |
| Contract Office, Helpdesk and Reception Manager  Helpdesk Administrator |

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| **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. |
| * Contributing to the overall team performance through effective teamwork and mentoring * Assisting the Contract Office, Helpdesk and Reception Manager and colleagues to meet individual and team objectives. * Helping to identify process and system improvements * Providing effective customer service * Contributing to team performance against KPIs * Recording events and service failures to agreed standards * Production of all required reports to agreed timescales and quality * Develop robust relationships with representatives of customers and suppliers * Comply with all Sodexo company policies/procedures * Comply with all legislative requirements * Adhere to any local client site rules and regulations * Role model safe behaviour * Unsociable hours in line with business requirements maybe required * Flexibility on work schedule and location maybe required |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Helpdesk Operator tasks include; recording of events and service failures, chasing and completion of calls, production of Work Request Failures, liaising with NP’s and Contractors including the maintenance of records of live and paid works all in accordance with Schedule 5 (Payment Mechanism) and Quality Assurance Processes * Raising Purchase Orders * Completion of worksheet upload spreadsheet * CAFM System Administration * Assisting the Helpdesk Supervisor in general office administration duties * PPE Ordering and keeping records for H&S * Daily, Weekly and Monthly Reporting * Provide minutes of meetings * Contract administration * Covering reception during periods of Receptionist’s absence * Setting up, and clearing of, the meeting room * Such other reasonable tasks as may be defined from time to time * To provide support for any additional ad-hoc services provided as required, for example administrative or office support * To continue to develop one’s own skills and knowledge within the position, including any required training courses * To maintain excellent client/customer relationships * To attend team briefs, huddles and meetings as required * To attend your performance development review to discuss job standards and agree development activities * To maintain a clean and tidy work area at all times * To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required * To care for all available resources including equipment, materials and supplies as directed * To report any near miss occurrences, accidents or faulty equipment to management * To ensure effective communication with line manager, team, customer and client organisation * To maintain all areas of responsibility to the set service standards and in line with applicable service offer |

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| 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. |
| * All phone calls answered within three rings and calls completed correctly * Events and service failures recorded accurately * Work Request Failures produced * Liaising with NP’s and Contractors including the maintenance of records of live and paid works all in accordance with Schedule 5 (Payment Mechanism) and Quality Assurance Processes Contributing to team performance against KPIs * Accurate completion of tasks detailed in the work requirements resulting in successful audits and minimal customer/client complaints |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential   * IT literate, with Microsoft Outlook, Word, Excel and PowerPoint skills * Effective written and verbal communication skills * Good attention to detail * Excellent telephone manner   Desirable   * Familiar with database applications (Maximo system would be desirable) * Previous helpdesk experience * Knowledge of Colchester Garrison |

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| 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 | * Brand Notoriety | | * Rigorous management of results | * Innovation and Change | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1.2 | Date | 3/8/16 | | Document Owner | Jessica Rees | | | |

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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |