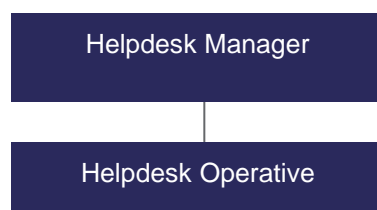


JOB DESCRIPTION

Position Title	Helpdesk Operative	Department	Helpdesk
Hourly Rate	As per Contract	Segment	Healthcare
Team Band	N/A	Location	Imperial (Charing Cross Hospital)
Reports to	Helpdesk Manager	Office / Unit name	GB343596

ORGANISATION STRUCTURE



Job Purpose

- The Helpdesk Operative will interact with our callers (Trust, public, Estates and Sodexo staff) ensuring a prompt, professional and efficient service, in terms of telephone response, accurate recording of requests for service and escalating problems to the Helpdesk Manager before they become issues. It is an essential part of the Sodexo hospital team. His/her primary aim is the welfare of the patient, either directly or indirectly and serving the Trust staff in their job roles at the hospitals.
- He/she must work together with the Team Leaders, Department Heads, Managers, Zone Coordinators and Supervisors in setting and maintaining standards for the service provided by Sodexo Healthcare, and take a lead role in ensuring the team works harmoniously together.

Accountabilities or “what you have to do”

- To answer the phone in a professional manner
- To be responsible for inputting information relating to all Service requests on the computerised Service management system in an accurate and timely manner as per procedures, SLA's and KPI's. Attention to detail when obtaining and inputting information is very important as mistakes can be costly.
- Accurately record details of the caller, problem and severity and ensure that the Helpdesk Manager is aware of situations which could develop into issues.
- To co-ordinate 'chase-ups' or 'escalated' tasks via telephoning the service manager / supervisor required e.g. Portering or domestic cleaning.
- Carry out duties in a polite, considerate and professional manner (i.e. telephone answering procedure) as per SOPs (Standard Operating Procedures) and helpdesk scripts.
- Achieve a high degree of client satisfaction, applying logic and common sense to requests for assistance, ensuring that identified criteria are escalated in accordance with Sodexo's procedures.

- To report all complaint matters to the Helpdesk manager and department managers. To ensure that all information is logged on the complaint section of the help desk system.
- To be aware of fire and major incident procedure, in particular the role of Sodexo Services in the helpdesk location.
- To undertake training and assist in the induction of new staff.
- Assist in the implementation of any agreed recommendations, which affect the Sodexo Service.
- Assist in the development of systems and working practices that ensure the provision of both a cost effective and quality service.
- Assist and support the Helpdesk Manager with Helpdesk related administration, providing the Manager with the appropriate reports as and when required.
- Attend training and coaching sessions and incorporate any changes necessary into your duties, methods, working hours and procedures.
- To complete paperwork relating to all the above duties and associated with providing the Sodexo Service.
- Work in partnership with Sodexo Managers, Client staff and colleagues
- Conduct yourself in a professional manner whilst on Trust and Company premises or public high-ways
- Participate as required, in regular team meetings / working, performance reviews, job chats, return to work discussions and co-operate with accident and other investigations
- Engage in the process to identify your own personal development and training needs and attending agreed training programmes

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

- Timely & quality reports
- Green safeguard score (H&S procedures)
- Excellent patient satisfaction survey results
- Complaints logged / reported to management teams
- Service delivered within budget
- Excellent customer feedback
- Calls answered within Contractual SLAs
- Service delivered within allocated time frame and no financial penalties
- Patients/Staff expectations are met
- High level of client satisfaction

Dimensions

Financial	NONE
Other	

Skills, Knowledge and Experience

Essential

- Good I.T. skills
- Organised
- Good communications & literacy skills (including spoken and written English)
- Ability to communicate at all levels
- Ability to comply with service requirements in line with client policies at all times.
- Observance of Health and Safety legislation at all times
- Undertake training as and when required.
- High standards of personal hygiene

- Ability to work independently and as part of a team

Desirable

- Understanding of how a Hospital works
- Previous helpdesk knowledge
- Own the problem

Contextual or other information

- The Helpdesk Operative is required to take reasonable care for the safety and health of themselves and others that may be affected by their acts or omissions at work. They are also required to co-operate with Sodexo Healthcare and the Trust to ensure statutory and departmental regulations are adhered to.
- Sodexo is an Equal Opportunities employer. The Helpdesk Operative is expected at all times to carry out his/her responsibilities (or implement and promote) in accordance with the Equal Opportunities Policy.
- This job description is not an exhaustive list of responsibilities to be undertaken by the post holder and you may be required to carry out other duties, which are felt to be reasonable and commensurate with the post.

Version	1.0	Date	13/3/2017
	1.1		16/4/2018
Document owner	Roger Harris		

Please sign below:

Employee Name:

Helpdesk Managers Name: **Roger Harris**

Sign: _____

Sign: _____

Date: _____

Date: _____