

Job Description: Helpdesk Co-Ordinator

Function:	Defence & Government Services
Job:	Business Manager Small –
Position:	Helpdesk Co-Ordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Administration and Security Manager
Additional reporting line to:	
Position location:	Colchester PFI

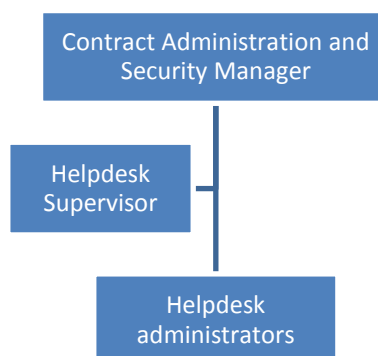
1. Purpose of the job

- To supervise the site helpdesk administration team, ensuring that all standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
- To support and deputise the Contract Administration and Security Manager and assist him/her in the management and control of the helpdesk with all administrative tasks.
- To provide customer interface for fault reporting, including recording of events and service failures, chasing completion of calls and liaising with contractors.
- To supervise all aspects of performance of the team, providing coaching, mentoring and training as required

2. Dimensions

Revenue FY13:	€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									
▪ Only add if relevant (delete any information not required)									

3. Organisation chart



4. Context

- 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

5. Main assignments

- To be responsible for the day to day performance of the help desk team including; call monitoring, 121s, objective setting, absence management and forward planning
- Using analytical data, you will monitor call handling stats and drive performance to deliver the identified contract KPIs
- To identify, source and deliver as required training and support to the team to ensure that a high level of service excellence is delivered this will include Great training, centrally driven initiatives, internal and external training courses
- Develop and maintain working relationships with both internal and external stakeholders including our customer, client and colleagues of all levels
- Provide cover for the contract administration and security manager when they are away from the business – this could include attending conference calls, business meetings and contract updates
- To co-ordinate administrative support provided by the team, this will include but not limited to
- Contract schedule 11 documentation deliverables and the co-ordination of the individual responses to meet the publication timelines on the MIS
- Monitor contract performance (including SLA performance, chasing work down and service request management)
- Generate operational performance reports and other internal reports as required
- Identify issues and pro-actively offer solutions to improve overall performance of the team, ensuring service excellence is delivered at all times
- Controlling the maintenance of Customer Survey and other client driven records and reporting.
- Controlling and managing the receipt distribution and archiving of correspondence and documentation including collation of records and logs of all transactions.
- Be able to prioritise tasks and be a point of escalation for the team, ensuring that all major exceptions are raised with the appropriate manager
- Co-ordinating the dispatch of reactive tasks to the appropriate engineer or subcontractor, considering skill set and priority level
- Ensure all outstanding service requests without a valid reason are investigated and be responsible for liaising with stakeholders regarding potential delays and extension requests
- Take ownership of the complaints procedure and ensure that root cause and lessons learn management if followed
- Support with updating and maintaining the CafM system
- That accurate and appropriate feedback is recorded within the system upon completion of all reactive tasks
- To attend/hold team meetings ensuring that a culture is established to enable contribution and idea sharing from the whole team
- To effectively operate all software and systems, take ownership your own development and understanding of any future changes pro-actively seek to maintain your knowledge by attending any required training courses both internal and external
- Engage in your own performance development reviews to discuss job standards and agree development activities creating two-way communication and feedback
- To maintain high levels of personal hygiene and ensure that the appropriate uniform and PPE is always worn
- To report any near miss occurrences, accidents or faulty equipment to management
- To carry out any other reasonable tasks and/or instructions as directed by management

6. Accountabilities

- Ensure that contract KPIs and deliverables are achieved as directed
- Pass all internal and external audits

Leadership and people

- The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

Risk, governance and compliance

- The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

Financial management

- The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

Relationship management client and team

- The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

Operational management

- The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

Service excellence

- The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

Continuous development

- The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.

7. Person specification

Essential:

- Previous experience of managing a team in a face past customer focus environment
- IT literate, able to demonstrate good level of understanding of Microsoft Outlook, Word, Excel and PowerPoint
- Must be able to demonstrate effective verbal and written communication
- Able to work on own initiative within a team environment
- Able to demonstrate attention to detail and adherence to standards
- Previous experience of managing teams, multiple stakeholders against tight deadlines
- Demonstrate the knowledge of how to use analytics to manage and drive performance

Desirable:

- Experience of working within military environment
- Previous experience of working in an engineering environment/facilities co-ordinator role
- Leadership skills and knowledge
- Knowledge/qualification in Health & Safety and Food Safety

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

N/A – this section is for management job descriptions only

9. Management Approval – To be completed by document owner

Version	1	Date	December 2019
Document Owner	HR		