**Hard Services Administrator**

**Job Introduction**

* To receive, log and process service requests for Hard FM
* Contribute to the delivery of a quality Hard FM Helpdesk service in accordance with specification standards and carrying out operative duties when necessary.
* Assign tasks and review standards to ensure compliance.

**Role Responsibility**

* Be responsible for your own health and safety and that of any other person working with you. Take care to ensure that your activities do not put others at risk.
* To monitor areas of responsibility according to contractual requirements.
* Ensure that requests are recorded and processed with in accordance with the service standards.
* Ensure that all staff perform to the agreed service standards and comply with departmental and company standards.
* To attend meetings as required.
* Assist managers/supervisors with the collation of monthly contractual reporting utilising CAFM system results. Implementing actions agreed as required.
* To undertake/carry out training as required.
* To arrange for the repair of defective equipment or advise a member of the management team of replacement needs.
* To undertake the duties of other staff as necessary to ensure the maintenance of the service.
* To establish and maintain good working relationships with customers and staff ensuring their health, safety and welfare.
* To help maintain a safe working environment and comply with the company’s policies and procedures.
* The post-holder is an ambassador for the company and his/her actions and conduct will be judged by consumers as an indication of the quality service provided by the company as a whole
* Any other duties as deemed appropriate by the line manager.
* Raise purchase orders for suppliers
* Process invoices
* Arrange maintenance and planned works with 3rd party contractors ensuring paperwork has been received before attending site
* Assign daily/weekly/monthly PM’s and reactive tasks to engineers
* Review and send out monthly questionnaires and surveys.
* Assist with variable works order tracking and tracking of comprehensive funds
* Assisting line manager with quotations – transferring to templates and updating logs
* Continuous reviews for job status and completion to reduce services failure penalties.
* Create and send out outstanding task reports
* Review job completion, notes, permits, TRA’s, MNW/Quotes and any other documentation required for Hard FM task completions

**The Ideal Candidate**

* Ability to ambassador the company values
* Ability to work as part of a team contributing to the development of the service we provide
* IT Literate including knowledge of Microsoft Office products e.g. Word, Excel and Outlook.
* Knowledge or eagerness to learn different IT systems including Global Maximo
* Ability to recommend and influence positive changes to the delivery of service
* Excellent customer service skills and effective complaints handling
* To act on their own initiative and adapt quickly to change
* Understanding of confidentiality constraints and sensitivities
* Understanding of Customer Care
* Ability to listen and have good communication skills
* Adaptable and self-motivated
* Emotional Resilience