

Helpdesk Administrator

Job Title: Helpdesk Administrator

Job Grade: Level 2 Zone 2

Salary Range: £32,228 - £34565

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

Represent the Council by providing the first point of contact with customers in ensuring Camden's buildings are repaired and maintained to high standards, enabling services to be delivered from buildings which are safe, comfortable and serviceable. The role is responsible raising reactive repair and planned work requests on the IT systems. Providing high quality customer servicing ensuring the customer is kept fully informed of works throughout the process. The role will also be responsible for providing administrative support across the team to assist the team objectives of providing a high quality and cost effective service.

Key aspects of the role:

- Answering calls and e-mails made to the helpdesk within agreed timeframes and logging repairs & maintenance jobs onto the appropriate helpdesk system in a timely and efficient manner. Ensuring that the information received from the customer is clear enough to ensure the works are allocated correctly.
- Enter data onto the helpdesk system accurately with the required detail, ensuring the appropriate priority level is given to work orders dependant on risk and to allocate works to the correct contractor or internal resource.
- Co-ordinate works with customer and resource effectively ensuring all parties are kept informed of attendance times.
- Track and monitor the progress of works, ensuring that service level agreements (SLA's) are adhered to by resources, that the customer is kept informed of progress at all times and that the system is kept updated in 'real' time from start through to completion.
- Dealing with all customer queries to a high standard and escalating issues where necessary.
- Upload relevant documentation including but not limited to invoices, material receipts, Camden engineers and contractors work sheets onto relevant system and entering any required data onto FM system accurately.
- Provide general administrative support to the team as directed by management. Items to include but not limited to raising Purchase Orders, taking meeting minutes, updating contact lists, typing up worksheet information onto FM system and keeping work rotas up to date.
- Providing basic reports as required from the FM system including weekly updates to be sent to customers and monthly performance reports.
- Type up quotations as directed by colleagues.
- Working as part of a wider Helpdesk team on rota to cover core hours of operation between 08:00 and 18:00 Monday to Friday

Example outcomes or objectives that this role will be responsible for delivering:

- Ensure delivery of the repairs service is met in line with Camden's Customer Service Standards.
- Proactive working with stakeholders to ensure repairs and planned preventative maintenance (PPM) are allocated effectively and safely, taking ownership of the whole process, using a robust and pro-active approach to Risk and Health & Safety. Ensure works are prioritised and key performance indicators are achieved in line with the service level agreement (SLA) at all times.
- Ensuring that the FM system is updated at all times and information is 'live'.
- Actively contributes to increase in customer satisfaction with repairs service.
- Risks are reported and escalated appropriately; for example, to ensure that every possible action is taken to ensure buildings do not have to close or operate in poor or unsafe conditions because of maintenance failures.
- Health & Safety and Statutory Compliance issues are recognised, resolved or escalated.

About you

- Good working knowledge of the repairs process in particular the sequence of work and time taken to complete repairs tasks.
- Understanding of building assets and related repair issues including its prioritisation.
- Good understanding of end to end responsive repairs systems.
- Good understanding of building related health and safety
- Experience of allocating works to trade staff in a high volume responsive repairs environment.
- Experience of working in a multi-disciplinary team.
- Experience of collating and inputting high volumes of information accurately.
- Experience of allocating fast turnaround work in a flexible, changing environment.
- Experience of tracking longer term work to completion.
- Must be proficient in using Microsoft Office Packages including Word, Excel and PowerPoint
- Good understanding of asset or facilities management (CAFM) databases and systems.

Work Environment:

- The post is mainly office based although the post-holder may work flexibly and be asked occasionally to visit sites with technical staff to learn about the process of carrying out repairs and the customer experience. The post will involve regular pro-active contact with Property Managers, Building Managers, schools and children's centres in relation to scheduling appointments, planning works, taking repairs calls and answering e-mails.

- The responsive repairs environment is high volume, fast moving and can be high pressure. Being flexible and adaptable is vital as priorities change regularly during the working day. Accuracy is essential to keep information up to date in real time.
- The service to stakeholders operates over extended weekday working hours, typically 08:00 to 18:00 Monday to Friday. The post holder is required to work flexibly to manage and support service delivery between these hours. This may include changes to working times / patterns in order to deliver an effective service.
- The postholder will operate within a complex and occasionally sensitive framework, and confidentiality and discretion must be observed at all times.

People Management Responsibilities:

No management responsibilities

Relationships:

- The postholder is wholly accountable to senior management for the areas of responsibility assigned to them – which will be a combination of service standards and relationships with Corporate and Commercial properties, schools and other cross-service objectives.
- The post-holder will work closely with engineers, contractors, customers, supervisor, building services engineers and FM management.
- Communication with engineers will consist of real time allocation of repairs, progress updates and information gathering during progress and on completion to update the repairs IT systems. As the first point of contact there will be an element of problem solving on a repair by repair basis or on a larger scale.
- The postholder will be required to work closely with Repairs Team Supervisors and the specialist sub contractors to ensure that works are given to correct priority rating and the reasons for this are understood and adhered to by all parties.
- Provide a service focussed on delivering a high quality customer experience to ensure the repairs service is responsive to the needs of Camden's Corporate, Commercial and educational establishments, internal and external stakeholders.
- As an integral member of the Corporate FM Property Team the relationship is one of working together to identify opportunities for improvement, finding ways to implement these and monitoring their success.
- Regular contacts include: Property Managers, Building managers, headteachers, school site officers, heads of service and other service managers in both Property Management and across the Council and contractors.
- The postholder needs to be able to write and speak in style and with conciseness, clarity and focus which communicates effectively to the situation and audience. They need to be able to build support for maintenance standards and practices by building strong relationships with schools, contractors and officers, and in turn supporting them in their objectives.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,