

Job Profile Information: Helpdesk Manager, Corporate and Schools

Job Title: Helpdesk Manager, Corporate and Schools

Job Grade: Level 4, Zone 1

Salary Range: £40,652 – £46,779

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

To manage and take overall day to day responsibility of the existing Help Desk and resource scheduling teams, presently comprising 7 personnel, for service users to report faults and deliver planned maintenance and reactive works across 150 corporate and commercial sites utilising a mixture of intrinsic and sub contract resource. In addition, planned and reactive M&E services are presently undertaken on behalf of 39 Schools the majority of which being delivered In House. Utilising relevant IT and Telephony, recording accurately, passing details to the appropriate body for resolution, and ensuring that key information and performance measures are provided to Members, Heads of Service and the Senior Management team as and when required.

This is a challenging post requiring a significant degree of self-motivation, requiring knowledge of Technology Forge and Planet CAFM systems. The post holder will ideally have in depth knowledge of facilities management and the complexities of dealing with multiple sites and contractors together with demonstrable experience gained within a service delivery environment.

The post holder will also work closely with the Schools and Corporate FM Managers and the Property Data Manager as systems, data and processes migrate from Planet to a Technology Forge CAFM based delivery platform.

Example outcomes or objectives that this role will deliver:

- Have overall responsibility for the operation, maintenance and updating of the Council's operational Computer Aided Facilities Management Systems.
- Ensure all work orders for both planned and reactive maintenance and works, invoicing and any internal transfers are processed efficiently and prioritised correctly, within required timescales.
- Ensure all work orders are followed up, chased as necessary and expedited through to conclusion.
- Ensure that all ongoing issues are reported to the relevant Property Manager, Schools or Corporate FM Managers for further action.

- Provide effective team management, advice and supervision ensuring the overall outputs of the associated systems are delivered with service needs met. Coaching and developing staff to maximise performance.
- Maintaining and forward planning all key PPMs to in-house or specialist outsourced contractors.
- Delivering core hour Helpdesk cover for Corporate, commercial and school properties. (Out Of Hours helpdesk and support for emergencies)
- Manage and maintain a database for recording all issues reported to the facilities helpdesk.
- Ensure that all incoming job requests are logged and passed to the relevant facilities maintenance team or specialist contractors.
- Ensure that all jobs are responded to within the pre-agreed Service Level Agreement and chasing up as appropriate.
- Liaise with and provide feedback to customers on the progress and status of jobs outstanding.
- Liaise with external contractors and ensure that job sheets and certification are completed, received and any works arising actioned in an appropriate and timely manner.
- Ensure the team maintain accurate records and produce monthly statistical reports as requested. Financially check, verify and process contractor quotes and applications through to payment as required.
- Produce bi-weekly reports of all outstanding jobs and chase through to completion.
- Participate in system migration, development and utilisation, working with property and FM colleagues, stakeholders including education and commercial property staff and The Technology Forge. Be pro-active in identifying and recommending appropriate current technology and solutions.
- To ensure team performance and service delivery meet defined standards and regulatory requirements with specific emphasis on customer service, delivery and value for money.
- Any other task as required.

Technical Knowledge and Experience:

- Experience of managing a team to meet targets and provide complex data to varying audiences.
- Good communication skills.
- Planning and organisation.
- Excellent attention to detail
- Problem solving.
- Ability to work on own initiative and be pro-active.
- Flexibility to work beyond regular working hours as and when required.
- Ability to prioritise work accordingly.
- Proficient use of IT and communications equipment.
- Working towards Key Performance Indicators (KPI's)
- Previous experience of working in a fast paced and evolving Facilities Management environment.
- Experience in dealing with staff and customer queries.

- Good team player.

Work Environment:

- The job is predominantly office based, with regular visits to corporate, commercial, schools and children's centres, and meetings in other Council offices
- The post holder may be required to be contactable for emergencies out of hours.
- The post holder is required to work in an 'agile' way in line with Camden's policy of a paperless and flexible work environment, which may include working at home for part of the week.
- The post holder operates within a complex and occasionally sensitive framework, and confidentiality and discretion must always be observed.

People Management Responsibilities:

- Reporting to the Technical FM Lead, the post holder will have responsibility for direct management of five Helpdesk and Scheduling Officers covering schools, corporate and commercial property.
- Direct management of one Commercial Officer managing financial transactions through Oracle ensuring actual spend and forecasting is kept up to date at all times.

Relationships:

- Forward planning and reporting all PPM task to in house team and external contractors ensuring daily updates on compliance and performance data.
- Working with Schools and Corporate Compliance Managers to ensure asset data and frequencies are correct and projected forward.
- Working with all stakeholders (Internal and external) including Schools and Corporate FM Managers, Compliance Manager and Building Managers
- Working with the Property Managers in responding and resolving low levels request through shared knowledge of sites.
- Working closely with the Property Data Manager in development and reporting from the CAFM system.
- Engages and influences others by using a wide range of communication methods and styles. Facilitates understanding and encourages communication both within own team and more broadly.
- Establishes effective relationships with a wide range of stakeholders inside and outside their immediate working environment, valuing the contributions from others and leveraging networks across property and service users
- Working with Property Data Manager designing and delivering key contract management reporting
- When transitioned, working with Cleaning Services Manager and Cleaning Auditor on reporting and closing of all service level tasks. Working with Estates management team in commercial property aligning lease compliance requirements and follow up requests. Liaising with Commercial Building Surveyor on failed responses.

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.