

Job Description

Job title	Help Desk Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To manage the provision of a planned and reactive helpdesk/administrative function

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- To effectively manage the helpdesk, service and administrative staff and function
- Produce operational reports internally and externally
- To produce and monitor/maintain all PPM and reactive tasks for the engineering teams
- To manage and assist in the preparation of supporting documentation for invoicing
- To ensure timesheets and all other necessary records are produced, checked and submitted in a timely and effective manner
- To ensure all planned works are completed and to report on exceptions
- Monitor and maintain sub-contractors' work orders
- Oversee the procurement function within the team
- Attend client meetings as required
- Manage complaints
- Line management responsibility for the Administration team
- Take ownership and control of the CMMS system and be the primary point of contact for system maintenance
- Ensure all leave and absence is recorded
- Plan suitable training and development for the team
- Complete Personal Performance Planning for all direct reports
- Take first line responsibility for any HR matters in the team
- Recruit new team members when required
- To ensure a consistent and professional approach to clients and colleagues
- To ensure all financial and corporate targets are met
- Initiate and develop an attitude of customer excellence
- To carry out all reasonable tasks that may be requested from time to time by Business Unit Management

Job Description

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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| <ul style="list-style-type: none">• In-depth helpdesk and administration management experience within the Facilities Management industry• Proven track record of managing mobile and resident teams• Proven ability to work to deadlines and schedules to meet both operational and financial targets• Able to communicate at all levels• Good IT skills including CMMS experience• Excellent telephone manner• Able to lead a team and work as part of a team• Good understanding of Quality Assurance, compliance and service delivery• Good interpersonal and customer relationship skills• Personable and approachable• Flexible and adaptable• Trustworthy• Willingness to learn new skills and embrace new procedures and working practices |
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Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager Signature	
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Job Description

Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	