

Job Description

Job title	Facilities Administrator/Helpdesk	Date: June 2024
Reports to (title)	Facilities Operations Manager	
Contract/Department	EMCOR UK	Revision
Location	TBC	

Job purpose

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

As part of the EMCOR UK Facilities Team, the Facilities Admin/Helpdesk has the responsibility of operating a client-facing helpdesk function and all associated administrative activities for the client's Estate. The Helpdesk function exists to drive high levels of operational performance, customer engagement and financial controls across the scope of the Contract, through strong communication and close relationships with the management and operational teams.

These duties are not solely restricted to the one Account, and you may be asked to undertake similar duties in the local area.

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.

1.	Identify client requirements through telephone, Request Portal, and e-mail communications. Raise and manage to completion PPM and reactive Work Orders in a CAFM System to deliver KPIs.
2.	Progress both colleagues and suppliers to ensure that EMCOR UK SLAs are met.
3.	Record and respond to Compliments and Complaints.
4.	Produce Quotations, chase approvals and arrange for work to be carried out via raising Purchase Orders to subcontractors and arranging for access to Site.
5.	Maintain and update the CAFM Work Order Records to ensure complete clarity of job progress, managing Work in Progress and ensure timely closure.
6.	Achieve closure of Work Orders to financial deadlines to ensure prompt payment.
7.	Take ownership for managing Work Orders from the first telephone call through to client feedback following completed works and manage electronic filing.
8.	Use your knowledge of a facilities environment to assign the best resources to the type of work being requested, overcome obstacles to completion, and proactively update stakeholders on the progress of works.
9.	Identify improvements to standard procedures to ensure that controls exist, and information is shared to proactively protect against risks/service failure.
10.	Develop strong relationships with the client, direct customers, colleagues, and subcontractors, sharing knowledge and experience with the wider team.
11.	Support the Operational Teams with potential complaint situations and make effective steps to avoid and or resolve these situations and issue reporting in a timely manner, improve performance by identifying individual or trending issues or gaps in service.
12.	To comply with instructions relating to security and confidentiality.

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13.	Support Finance Administrator with invoicing- monthly service and extra works.
14.	Maintain paperwork and folder associated with facilities department- timesheets, delivery notes,
15.	Ordering of goods for office services- uniform, cleaning consumables & equipment, stationery, H&S items etc.
16.	Support the facilities team during busy periods or sickness/annual leave in room set-ups, post room duties, taking deliveries etc.
17.	Act as Fire warden and first aider- Full training to be provided
18.	Excellent planning and organisational skills with experience of working under pressure
19	Distribute tasks from the help desk to the relevant facilities team
20	Close tasks down after completion by the facilities team
21	Liaise with wider team members to ensure the best resolution, consistent with the contract
22	Liaise with relevant Contract staff and subcontractors in relation to all aspects of service desk requirements and that required information is returned in a timely manner. Respond to queries, amend data and re-issue tasks as required.
23	Carry out monitoring of Agility data to ensure that Helpdesk work orders have been accurately created, assigned, prioritised and categorised in line with contractual KPI's and SLA's
24	This list is not exhaustive, and you may be asked to carry out additional duties from time to time to support the needs of the business.

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.

1.	Experience of delivering excellent customer service in a client facing environment.
2.	Experience of working in a diverse, busy, and challenging environment.
3.	Result Driven and the ability to plan, organise and work independently.
4.	Effective organisational skills.

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5.	Excellent written and verbal communication skills.
6.	Excellent attention to detail and understanding of numerical data.
7.	Experience in managing complex administration using a CAFM System or equivalent.
8.	Advanced knowledge of MS Outlook, Word, Excel & PowerPoint.
9.	Takes ownership and accountability and demonstrates commitment, loyalty, and flexibility.
10.	Knowledge of work permit process and clear understanding of risk Assessments and Method Statements.

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.

<p>Shift Pattern</p> <p>Monday- Friday – 08:00-17:00</p> <p>Total Hours = 40 hours per week</p> <p>Holiday = 25 Days – Plus Bank Holiday</p> <p>All staff are subject to a BPSS check before starting work with EMCOR UK.</p> <p>You will need to understand the Client culture, ethos & working practises.</p> <p>The ability to use handheld devices & to capture / report on services activities.</p>
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Line Manager <i>Signature</i>	
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>	