

Property & FM	Job Description & Person Specification	
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Job Description

Job title:	Facilities Maintenance Helpdesk/Office Administrator
Date:	December 2018
Based at:	Stratford Hospital
Working hours:	Full-time role Monday-Friday, 40 hour contract but post can be flexible to suit part-time role (hours to be negotiated)
Accountable to:	Managing Director
Managed by:	Facilities Maintenance Helpdesk Office Manager
Liases with:	Colleagues; clients; suppliers; South Warwickshire NHS Foundation Trust
Job Summary:	The post holder will undertake a range of administrative tasks in support of the Facilities Maintenance Helpdesk Office Manager within SWFT Clinical Services. They will act on their own initiative ensuring an effective and efficient service is provided at all times; guaranteeing agreed standards and targets are maintained to ensure a positive and professional service.

Duties

Introduction:

- SWFT Clinical Services Ltd is a wholly-owned subsidiary of South Warwickshire NHS Foundation Trust and works for the Trust at Warwick and Stratford hospitals
- The post holder will assist the Property FM Division with the development and delivery of the Estates and Facilities services delivered to Stratford Hospital and any other of its customer's locations
- In the absence of the Facilities Maintenance Helpdesk Office Manager, the post holder will assume responsibility for the Helpdesk and actively support the administrative functions of the Property FM Division
- To provide helpdesk support, answering incoming calls and welcoming visitors to the department following and monitoring a safe system of work procedure. Generally deal with enquiries on all levels, with support from the Property FM Division management team
- To provide administrative and secretarial support to the Estates and Facilities service, using bespoke ICT systems and Microsoft Office packages
- To ensure that relevant Maintenance staff are informed of urgent requests promptly via mobile phone/two-way radio
- Provide administrative support for the car parking database. Carry out data entry and processing of Parking Charge Notice appeals for vehicles as required
- Support arranging meetings, take notes, transcribe and circulate if required
- Data input, data extraction, photocopying, scanning, filing as directed.

Responsibilities for Human Resources:

- To ensure that departmental procedures, company and South Warwickshire NHS Foundation Trust policies are adhered to
- Monitor and update in-house training and disseminate as appropriate, ensuring that all staff attend statutory and mandatory training and that staff training records are in place

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- Participate in personal appraisals and reviews working to achieve agreed set objectives. To participate in team, professional and personal development training, activities and promote commitment to continuous development and improvement
- Ensure effective communication through regular one to one with line manager and/or group meetings and participate in a one-team approach to issues.

Communications:

- Communicate effectively, confidently and if necessary confidentially with all levels of staff including senior managers, executives and directors, both internally and externally, on a face to face basis, by telephone, letter and electronically
- To actively participate in all duties of the team and provide a supportive ‘hands on’ approach as and when required
- Close liaison with customers at all levels.

Planning and organising:

- Administratively support training and development of divisional staff
- To prioritise all correspondence, emails and enquiries relating to the service and ensure the Facilities Maintenance Helpdesk Office Manager is made aware of matters requiring immediate attention
- The post holder will progress, chase and follow up actions on behalf of the Facilities Maintenance Helpdesk Office Manager and Team Leader as required
- To develop and maintain comprehensive office systems and written procedures, both manual and electronic
- To proficiently utilise, with advanced keyboard skills, word processing and software packages to produce high quality documentation
- Support the Facilities Maintenance Helpdesk Office Manager on any new projects identified for Stratford Hospital
- Maintain and update Department personnel files, in conjunction with Company HR
- Assist with purchasing of all equipment, services and maintenance contracts for the department
- Support the day to day operation of the Estates Helpdesk. This will include, but is not limited to, inputting reactive work, allocating work to craftsmen, chasing queries and monitoring work to ensure that set priorities and key performance indicators are achieved
- Support inputting, updating and allocating planned preventative maintenance schedules, in conjunction with Team Leader
- Inputting data and updating a list of building and engineering assets
- Ensure an excellent customer focused service is provided
- Following appropriate training; use technical knowledge to interpret customer requirements, troubleshoot calls, provide advice and fault resolution on first contact where possible
- Escalate any Helpdesk queries or complaints relating to the Helpdesk, Estates or Facilities services to the manager.
- Arrange contractor’s attendance to site as and when required. This may be as part of planned scheduled work or reactive works
- To assist with record keeping of all department expenditure and purchase cards.

Management and leadership responsibilities:

- Ensure that the work area is kept in a clean, hygienic, tidy and presentable manner
- The post holder may be required on occasions to work outside the normal working hours
- Contribute to the development and review of divisional policies and procedures

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- Willingness to have hands on approach to ensure that service delivery is maintained. This may involve undertaking duties outside of the core skill.

Partnership working:

- Work as a team member with all SWFT Clinical Services staff to provide services to the customer and site
- To assist as liaison to contractors and provide all required information and instruction on the provision of services
- To identify opportunities to work more effectively and efficiently.
- To provide advice to managers and staff on routine operational Estates & Facilities enquiries, processes and basic terms and conditions of service.

Analysis and data management:

- To utilise to an expert level, with accuracy, Windows-based computer packages in particular Word, Excel, PowerPoint and bespoke web-based helpdesk software
- To be responsible for updating audit and maintenance spreadsheets, CAFM reports and databases on behalf of the department in accordance with information governance standards.
- To support the safe and secure archiving of all company files and other confidential information.

General:

Every employee of SWFT CS has a duty:

- To take reasonable care of the health and safety of him or herself and of other persons who may be affected by his/her acts or omissions at work, and to co-operate with SWFT Clinical Services Ltd to ensure that statutory and Trust regulations are complied with
- To provide cover for colleagues during absence
- To participate in appraisals and personal reviews and work to achieve agreed set objectives
- To participate in appropriate training and development activities
- To participate in team, professional and personal development activities and promote commitment to continuous development and improvement
- To ensure that all staff consciously reviews mistakes, complaints and incidents/near misses as well as successes to improve performance and the level of customer care
- To safeguard vulnerable adults, young people and children:
- Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes
- To comply with the Company's decision to adhere to the South Warwickshire NHS Foundation Trust Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

This job description is subject to review at any time in consultation with the post holder

Person Specification

Qualifications/Training:

- Educated to CSE / GCSE level, including GCSE English & Maths (*Essential*)
- Minimum of two years' experience gained in office post (*Essential*)
- NVQ Level 1 Administration or equivalent experience/advanced keyboard skills (*Desirable*)

- Evidence of continued professional development. (*Desirable*)

Experience:

- Experience of office systems and databases (*Essential*)
- Experience of working in a telephone/office environment (*Essential*)
- Demonstrable experience of record keeping (*Desirable*)
- Knowledge of good customer awareness/satisfaction (*Essential*)
- Experience of minute taking and meeting support functions (*Desirable*)
- Capable of organising and prioritising workload and managing conflicting demands (*Essential*)
- Proficient in dealing with complex and sensitive data/information governance matters (*Desirable*)
- Experience of producing draft reports and compiling business letters and complex correspondence (*Desirable*)
- Have organisational skills and experience of working to tight deadlines whilst maintaining accuracy (*Essential*)
- Significant experience and confidence in using a range of office systems and databases/manipulating data on various electronic systems (*Essential*)
- Use of office equipment, photocopier, scanner, etc. (*Essential*)
- Working closely with managers and decision makers. (*Desirable*)

Skills/Knowledge:

- Understanding of and commitment to Equality & Diversity (*Essential*)
- Excellent listening and presentation skills (*Desirable*)
- Excellent time management skills (*Essential*)
- Comprehensive accurate minute taking skills (*Desirable*)
- Ability to type accurate documents/reports (*Essential*)
- Excellent analytical skills (*Desirable*)
- Ability to prioritise workloads, meet deadlines (*Essential*)
- Highly organised approach to work (*Essential*)
- Ability to build effective working relationships at all levels (*Essential*)
- Tact, discretion and understanding of the importance confidentiality (*Essential*)
- Ability to summarise information and key issues (*Essential*)
- Ability to work on own initiative. (*Essential*)

Personal Qualities:

- Confident communicator who presents and interacts effectively at all levels (*Essential*)
- Confident and enthusiastic approach to work (*Essential*)
- Positive attitude, highly self-motivated and can motivate others (*Desirable*)
- Able to gain trust in a non-confrontational manner (*Essential*)
- Adaptable and able to work as part of a team (*Essential*)
- Professional approach to work (*Essential*)
- Customer service skills (*Desirable*)
- Smart and tidy appearance (*Essential*)
- Able to manage unpleasant situations. (*Desirable*)