

## Role Profile: Maintenance Helpdesk Supervisor

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<b>Department:</b>	<b>Woking</b>
<b>Location:</b>	<b>Woking</b>
<b>Hours:</b>	<b>40 hours per week</b>
<b>Salary:</b>	<b>£30,160 per annum</b>
<b>Benefits:</b>	<b>23 Days Holiday rising with length of service, Pension and Life Assurance</b>
<b>Who you report to:</b>	<b>Contract Manager</b>

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### SUMMARY OF ROLE

Mountjoy Ltd is contracted to provide responsive maintenance and void property works for Woking Borough Council. We are seeking an IT literate and conscientious Maintenance Helpdesk Supervisor with a flexible approach and drive to meet client KPIs to complement our growing team.

You will be working in a call center environment with Administrators and a Scheduler. Your primary responsibility ensuring the right information is being recorded onto the Mountjoy job management systems and issuing the right job information to the Tradesman and to assist with Training, coaching and developing the small team of Administrators.

To succeed in this role, it is essential you have a positive, professional, and versatile attitude always and can remain level-headed, demonstrating leadership for your team and making rational and proactive decisions in a constantly changing and dynamic environment. Our purpose is to deliver “the right work at the right time” for the customer and you will need to use your skills, knowledge, experience, and training to ensure this achieved.

### KEY RESPONSIBILITIES

- Ensure you understand the end-to-end process of delivering the perfect repair for the customer and the key responsibilities in achieving this for all the roles involved in this process.
- Assist with Training, coaching and developing Administrators to follow the correct process highlighting trends or issues as they occur so that improvements can be made to the process by everyone.
- Use manual measures and demand sheets to understand the performance of the service, identifying trends or issues to feed back to the team.
- Assist with Coaching and training the team to treat customers as they would expect to be treated if they were the customer themselves and be the escalation for tenant issues and queries if the tenant requests escalation themselves.

- Assist with Recruiting and inducting Administrators
- Manage conflict, issues, and poor performance of your team to achieve a positive outcome for the company and contract.
- Support the contract team in ensuring all office staff are acting in a professional manner always providing excellent customer service.
- Highlighting issues and trends to the Supervisors / Contract Manager in relation to quality of workmanship, or task productivity where the expected demonstrated time for the trade and task has been exceeded.
- Ensure the Job Management Systems, and any other system(s) used to deliver the service, are updated in a timely and accurate way.
- Collect and collate client/resident satisfaction feedback and report on trends and improvement ideas.
- Lead improvement projects to improve the service delivery to our clients.
- To be willing and able to participate occasionally in the out-of-hours escalation
- To always live the Mountjoy ethos and values with whoever you deal or engage with.

This is not a list of everything you will do, above all we want you to be flexible and to contribute fully within abilities to enable Mountjoy to achieve its goals so be prepared to do whatever your job requires.

## **SKILLS REQUIRED**

- Be proficient and confident in your use and adaptability to a range of IT systems to include, but not limited to MS Office and our own bespoke job management system.
- Be confident and adaptable in your ability to be able to talk to clients, tenants, building users, operatives, and subcontractors in quick succession.
- Comfortable in a changing and evolving environment demonstrating a level head to the team and enjoy the challenge.
- Possess good interpersonal skills and ability to communicate at all levels in a professional manner being able to challenge and be challenged.
- Able to communicate with the workforce and be able to remain professional even when issues are contentious.
- Be comfortable in dealing with all staff to motivate and direct them to assist you in improving the service.
- Be a team player by understanding what it is to be a part of a team, sharing experiences and learning.
- Be able to self-manage and be self-motivated, prioritising work and have a desire to solve problems and eliminate waste.
- Understand customer service and can coach and supervise a team to provide a professional service in all circumstances.

## **KNOWLEDGE REQUIRED**

- Basic knowledge of building maintenance trades and the tasks/activities that can be undertaken by each trade group (Desirable)
- Good geographical understanding of the Woking area including main highways, the best routes, and travel times between different locations.

## **REQUIRED QUALIFICATIONS**

- GCSE or equivalent grade C or above in Maths and English.
- Relevant qualification in Business Administration or Customer Services (advantageous)

## **REQUIRED EXPERIENCE**

- 2 years' experience working in an Operations Centre of a Building Maintenance Contract (Desirable)
- Knowledge of National Housing Schedule of Rates (Desirable)