

**Role Profile: Helpdesk Administrator**

**Department: Woking**

**Location: Woking**

**Hours: 40 hours per week**

**Salary:** **£27,500 per annum**

**Benefits:** **23 Days Holiday rising with length of service, Pension and Life Assurance**

**Who you report to: Contract Manager**

**SUMMARY OF ROLE**

Mountjoy Ltd is contracted to provide responsive maintenance and void property works plus gas heating maintenance. We are seeking an IT literate and conscientious Helpdesk Administrator to complement our growing team.

Your principal aim will be to support the contract as a first point of contact to issue, receive, and record clean information accurately and timely for all calls and emails regarding all new repairs and ongoing repair appointments to achieve our purpose of the right work at the right time.

Your key responspsibilites will be to record accurate information from operatives, subcontractors and clients, ensuring all systems are kept updated with required information. As well as this you will be required to make phone calls to our clients and tenants to pro-actively book in work. You will respond to internal and client emails and manage the shared email inbox.

**KEY RESPONSIBILITIES**

* To record information directly into the Job Management Systems or any other system(s) used to deliver the service.
* Constantly monitor the job screens, and when a job requires you to act, take action, or if uncertain pull on the Contract Manager or Supervisors for assistance.
* Provide timely information to the client in terms of work in progress.
* Highlight any issues and trends in relation to task productivity where the expected demonstrated time for the trade and task has been exceeded.
* Provide adequate support and cover for the other administrators, particularly on breaks, peak periods and annual leave.
* To ensure you understand your role in the end to end process of delivering the perfect repair for the customer, and the responsibilities of others.
* To send operatives who become available to jobs in the most efficient and effective way ensuring they are productive eliminating or reducing travel and idle time.
* When issues or queries are identified ensure you escalate to your line manager/supervisor to ensure it gets acted on and resolved through to a conclusion.
* Assist the team, Supervisors and Managers in recording data and key management information that helps and improves the service we provide to our customers.
* To assist with any other administrative activities that are required to support the team, effectively manage the service and provide updates and information to the client.

**SKILLS REQUIRED**

* Have a clear and concise approach to verbal communication, able to use the phone to communicate effectively and have good typing skills.
* Able to deal with lots of activity, remain focused on the call you are dealing with, and the information that needs to be recorded or transferred by completing the task you are on before moving on to the next.
* Have a reasonable proficiency in MS Office and able to use Mountjoy’s IT systems for job management understanding how they function and interact with other systems.
* Have good typing skills and not rely on written notes which are then saved up for inputting later.
* Understand what it is to be part of a team and ensure that learning is shared within the team.
* Be able to take direction from the Resource Controller / Contract Manager and be happy to respond to their instructions.
* Be flexible in your working hours to be able to support the delivery of the service; be reliable and dependable; identify issues and record them, along with other measures as necessary;
* Be comfortable in dealing with the workforce, tenants and building users, whilst be able to remain professional even when issues are contentious.
* Proactive in identifying your development needs and doing something to overcome them.

**KNOWLEDGE REQUIRED**

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

**QUALIFICATIONS REQUIRED**

* GCSE or Equivalent in Qualification in Maths and English.

**EXPERIENCE REQUIRED**

* Vast experience of MS Office including Word and Excel with accurate typing skills
* Experience of working in a Repairs and Maintenance call centre or any other call centre environment (Desribale).
* Basic knowledge of building maintenance trades and the tasks/activities that can be undertaken by each trade group.