

Hertfordshire County Council

Job Outline



JOB TITLE: Helpdesk Operator

GRADE: H5

REPORTS TO: Helpdesk Manager

TEAM: Property

DEPARTMENT: Resources

Purpose of the Job

To manage the Helpdesk facility for 20000 + service users to report faults and maintenance issues for 750 contracted sites/plots both occupied & unoccupied.

Main Areas of Responsibility

- Manage and maintain a database for recording all issues reported to the facilities helpdesk
- Log all incoming job requests and pass them to the relevant facilities technician or contractor, house services assistant or cleaning operative. Ensure that all jobs are responded to within the pre-agreed Service Level Agreement and chasing up as appropriate
- Liaise with and provide feedback to customers on the progress of jobs outstanding
- Liaise with outside contractors and ensure that job sheets are completed on time
- Keep accurate records and produce monthly statistical reports as requested by the Helpdesk Manager. Produce bi-weekly reports of all outstanding jobs and chase through to completion
- Financially check, verify and process contractor quotes and applications through to payment as required.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Knowledge, Skills & Abilities

1. Good team player
2. Ability to work alone, using own initiative
3. Flexibility to work beyond regular working hours as required
4. Ability to prioritise work accordingly
5. Ability to communicate to all levels including clients/contractors, verbally, via email and especially over the phone
6. Ability to deliver excellent customer service
7. Proficient use of IT and communications equipment
8. Previous experience working in a busy environment
9. Experience in dealing with staff and client queries
10. Knowledge of email, MS Word, Excel and ability to learn in-house IT systems.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).