

JOB DESCRIPTION

Job Title	Estates Helpdesk Administrator		
Reports to	Estates Helpdesk & Administration Manager		
Department	Estates & Campus Services		
Job Family	Business Services	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Estates & Campus Services covers a diverse range of specialist support functions including all aspects of space and office allocation, buildings and maintenance, security, reception, office and copying services, travel services, housekeeping, cleaning, catering, switchboard and fitness centre services. Working as a team, Estates & Campus Services manages both day-to-day operations & longer term strategic planning.

Job Purpose

Responsible for the day to day co-ordination of the Estates Helpdesk. To ensure job requests for all Service teams which include Maintenance, Porters, Post Room, Cleaning, Catering, Fitness Centre and Security are logged and actioned according to SLA agreements. To provide a comprehensive support to the Estates Helpdesk Manager and Maintenance team.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Operational Delivery & Support

- Ensure the Estates Helpdesk is operational from 8am to 5pm, Monday to Friday.
- Act as first point of contact for day to day operational requests.
- Log all incoming job requests on to the CAFM (Computer Aided Facilities Management) system for the various service teams within Estates & Campus Services.
- Ensure all jobs are completed and closed on the CAFM system in a timely manner.
- Ensure all updates and notes on job requests are recorded on the CAFM system for reference and audit purposes.
- Liaise with internal and external contacts providing a high level of customer service and advice, responding to questions about Estates & Campus Services.
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Allocate all maintenance requests in a timely manner to the Maintenance team
- Escalate any complaints / service issues to the Estates Helpdesk & Administration Manager in a timely manner so the appropriate action can be taken.
- Assist the Maintenance team by booking out rooms for them to access and carry out repairs.
- Calling and arranging for contractors to attend site for breakdown call outs including arranging access and parking as required.
- Provide support to the Estates Helpdesk & Administration Manager

Estates Helpdesk Administration

- Ensure all engineer job sheets from contractor attendance are filed in electronic and hard copy format for audit purposes.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.
- Ensure the Maintenance Team Rota's are kept up to date and record any sickness / annual leave in the CAFM system to assist with job allocation.
- Assist with arranging PPM works including booking in contractors, arranging access and making parking reservations.
- Maintain the painting schedule for the in-house Painter & Decorator and ensure the open painting request list is kept updated.

- Assist the Estate Helpdesk & Administration Manager with compiling data to create and develop and maintain accurate Excel spreadsheets.
- To provide comprehensive administrative support including telephone enquiries, screening and responding to incoming correspondence, coordinating appropriate action and resolutions, writing reports and establishment of a comprehensive filing system.
- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Any other duties as assigned by your line manager.

- The above responsibilities are not an exclusive or exhaustive list and the post holder will be required to be co-operative and flexible within the needs of the post, the department and the School.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.

Knowledge/Qualifications/Skills/Experience required

- Experience of working within a Building Maintenance environment.
- Experience of working with CAFM systems and in a Helpdesk team
- Good communication skills and the ability to address a variety of stakeholders.
- Strong administrative experience
- Several years' experience in a busy environment working for/ with multiple managers.
- Ability to work unsupervised and use initiative.
- Excellent problem solving skills.
- Experience of working in a customer facing environment.
- Advanced knowledge of Microsoft Office Skills – Outlook, Word & Excel
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.

Resources including team management

NA

Staff	
Budgets	
Date Updated	28/08/2024