

## JOB DESCRIPTION

**JOB TITLE:** Helpdesk Operative (Nights)

**LOCATION:** ABM George House, SE1 1NH

**REPORTING TO:** Helpdesk Manager

### OUR VALUES AND BEHAVIOURS

**Respect** - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

**Collaboration** - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

**Integrity** - This is about being honest, reliable and trustworthy and always delivering on promises.

**Innovation** - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

**Excellence** - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

**Trust** - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

## OVERVIEW OF JOB DESCRIPTION

### Main Duties & Responsibilities:

To provide high quality, professional administrative support to our 24hr Helpdesk. To work alongside the Helpdesk Manager and team to maintain administrative systems, ensuring compliance with company procedures and meeting our clients' and staff expectations.

### Key responsibilities:

- Answer and make calls, to and from clients and internal staff
- Daily monitoring of a lone working system ensuring all staff meet their check in deadlines
- Use of CAFM Systems to ensure tasks meet their SLA's
- Produce daily reports on all outstanding tasks open
- Action emails in our shared 24hr inbox
- liaising with our Sub Contractors to ensure tasks are completed by due dates and meet their SLA
- Ensure helpdesk calls are answered and respond to general queries in a timely manner
- Provide administrative cover during absences and break periods
- Ensure customer satisfaction is high
- Communicate with Supervisors and Managers to get tasks completed

## Person Specification:

### Essential

- Worked in a fast-paced team with the ability to remain calm under pressure
- Outstanding communication skills both internal and external
- The ability to effectively prioritise your workload and build relationships with key stakeholders. Excellent attention to detail
- A proactive/can do attitude to work
- The ability to work on own initiative and take full ownership of roleThe ability to follow process
- Be Punctual
- IT Literate and able to use Microsoft office
- Use of CAFM Systems preferable but not essential (training provided)

### Desirable

## HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

## NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

***Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***