

Role Profile

Job title:	FM Helpdesk Advisor	Level:	1
Function:	Customer	Type of role:	Customer Service
Reporting to:	FM Helpdesk Team Leader	Location:	Stockport – Regent House

About the Role:

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care. Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate. Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Key Responsibilities:

- Provide excellent level of customer service when handling requests and enquiries from customers with a 'right first time' approach when logging reactive service requests, enquiries, updates and ensure job information is captured accurately and the correct priority is assigned to a service requests based on health & safety, business impact and customer expectation
- Triage jobs to ensure they are categorised correctly, assigned an appropriate completion priority and allocated to the correct operational resource/skillset to complete the task
- Ensure helpdesk activities are processed and dealt with in line with established procedures
- Handle & process customer requests, enquiries, chases and complaints via a range of contact channels – e.g. phone, email, web portal
- Run daily service reports to support service delivery performance e.g. chase activities based on jobs SLA performance
- Use Core to manage and prioritise your workload, following each work request, through to a satisfactory conclusion, ensuring that updates are communicated to all relevant parties and in line with agreed KPIs
- Build a relationship with local operational teams to support with their service delivery and gain knowledge of their buildings and resources
- Demonstrate extensive knowledge, understanding and awareness of facilities management issues, effectively interpreting the described situations to enable appropriate job type categorisation
- Excellent understanding of FM reactive service issue types and the ability to use this knowledge to prioritise routine, urgent and emergency requests
- Provide a rapid response to customers, resolving queries at the first point of contact where possible
- Support and process requests for minor works and new works and quotes
- Dispatch and monitor reactive work orders to internal and external service delivery functions
- Carry out job management activities including real-time management of emergency issues and chasing update for customers on job status; proactive management of job SLA and chasing of update for breached SLA jobs
- Liaise with service teams and suppliers to keep customers informed about progress
- Contact contractors or onsite engineers when work has not been completed to a satisfactory level and ensure jobs are reassigned when necessary
- Act as a point of contact for Operations team to support with job status updates and closures

- Update and close jobs in accordance with helpdesk systems and processes
- Proactively flag operational work allocation changes to the necessary channels
- Recognise and proactively escalate complaints to the Helpdesk Team Manager and Customer Support Centre as appropriate
- Work with FM Helpdesk and the wider Customer Services team to foster positive customer service behaviours and increase collaboration to improve standards of service
- Demonstrate a good working knowledge and operation of the helpdesk system and any other internal systems required to carry out helpdesk duties
- Work within agreed service management processes and proactively identify any opportunities for process improvements to the team leader
- Work towards team goals and targets, meeting KPIs as determined by the Helpdesk Team Manager and Helpdesk Manager
- Undertake additional tasks, duties and responsibilities as required by the FM Helpdesk Team Manager
- Have a flexible approach to work in order to meet various deadlines
- Flexibility is required to work a range of shifts to ensure the helpdesk is operational 24/7/36

Experience, Knowledge, Capabilities and Qualifications

Experience	Capabilities (skills/behaviours)
<ul style="list-style-type: none"> • Administration/Customer Service 	<ul style="list-style-type: none"> •
Knowledge	Qualifications
<ul style="list-style-type: none"> • FM Knowledge 	<ul style="list-style-type: none"> •

Other information (travel, hours)

- 37.5 hours per week
- Core Hours Team – shifts between 7am and 8pm
- Out of Hours Team – shifts between 7.30pm and 7.30am (4 shifts on, 4 shifts off)
- Some weekend work involved
- Hybrid working