###### **Job Description**

**Job Title: Estates Helpdesk Coordinator**

**Responsible to: Estates Office Manager**

**Department: Estates**

**Last reviewed: October 2021**

**Job Outline and Purpose**

The Estates departments are responsible for ensuring that Haileybury’s buildings, grounds and vehicles are well presented, safe and professionally managed.

The post of Estates Helpdesk Coordinator is a vital part of ensuring these departments are efficient, professional and effective and deliver excellent customer service to our internal and external customers.

The nature of a 24hr a day, 7 days per week boarding school requires staff to work flexibly and as the Estate is used by pupils at weekends, which are also the time most parents visit the School, there may be a requirement for the job holder to work early mornings, evenings and weekends.

**Key Responsibilities and Duties**

The Estates Helpdesk Coordinator will:

* Manage a professional, proactive customer helpdesk that provides a single point of contact for Estates.
* Ensure that all staff members, including visitors and contractors are aware of and adhere to the School’s procedures for completing and working in accordance with risk assessments, health and safety standards, risk control systems, first aid procedures, fire safety arrangements and any other statutory regulations or policies that apply.
* Management of the Contractor Database, ensuring the Control of Contractor Policy is implemented at all times and that all contractors have been approved prior to attending the site.
* Managing the estates helpdesk ticketing systems, responding appropriately to, and effectively resolving queries within service level agreements (first response and resolution).
* Take ownership of requests assigned to you and manage through to resolution.
* Work in conjunction with other departments to ensure smooth School operations.
* Create, modify and remove user accounts on all estates systems.
* Provide accurate reporting of estates works.
* Accurately manage estates compliance certification and compliance related servicing.
* Assisting with residential property management including inspections and landlord compliance.
* Assist with the management of estates information systems.
* Ad hoc administration as required within the estates departments.
* Deputise for the Estates Office Manager in their absence, if and when requested.

**Person Specification**

**Essential**

**Experience**

* Previous experience in a customer facing role.
* Excellent administrative and communication skills.
* Proficiency in Microsoft Office and working knowledge of Google Suite.

**Skills**

* Warm and open approach to customers.
* A confident communicator with excellent organisational and problem solving skills.
* High level of computer literacy.
* Ability to understand and operate within a school environment.
* Ability to prioritise work to deadlines and under pressure.
* Ability to work in a team and individually, using own initiative.
* Accurate and strong attention to detail.
* Good numeracy and literacy skills.
* Confident, self-motivated and proactive.
* Enthusiastic with the ability to learn.
* Honest, polite, reliable, resourceful, flexible, punctual and committed.

**Desirable**

**Experience**

* Experience in an IT Helpdesk / Customer Services Helpdesk environment
* Previous ‘super user’ experience with in house ticketing systems
* Experience of helpdesk ticketing software and CAFM systems

**Child Protection at Haileybury**

In addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

**Health & Safety at Haileybury**

Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at Haileybury are expected to comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies/procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

**Data Protection at Haileybury**

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School’s Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>

**Code of Conduct Statement**

Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member’s position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.