|  |  |
| --- | --- |
| **Job Title:** | **Hub Property Services Helpdesk Administrator** |
| **Responsible To:** | **Hub Property Services Helpdesk Team Leader** |
| **Accountable To:** | **Shared Services Manager – The Hub** |
| **Hybrid Working Pattern:** | **Full time (Three office working days)**  **Part-time (Two office working days)**  **Office days are at managers discretion and subject to change.** |

**Care UK’s Values:**

* Caring
* Passionate
* Teamwork

**Job Summary:**

The Hub Property Services Helpdesk Administrator is a crucial part of the Shared Services Hub team. They are a friendly, knowledgeable and professional support to our care homes in all property matters. The team is the first point of contact for key customers, such as Home Managers and maintenance persons within the home and are there to support by raising new jobs via our Verisae system, answer any queries received and liaising with contractors to ensure our care homes receive the best possible service.

**Key Accountabilities:**

The Hub Property Services Helpdesk Administrator must have an excellent telephone manner and a can-do attitude towards all tasks. They will be monitored on their individual performance towards overall team targets, including a Service Level % for both email and telephone responses. They must be vigilant with our telephony system by ensuring that the call queue is covered at all times. The Hub Property Services Helpdesk Administrator will be required to use the internal software system called Verisae, to raise new job requests and chase existing requests on behalf of the care home as and when required. They will build an excellent working relationship with our key suppliers to encourage the best service to our care homes.

The Hub Property Helpdesk Services Administrator must be competent in using Microsoft systems such as Word and Excel, alongside Outlook and our internal systems.

The candidate will ideally have experience in customer service roles, involving both telephone and email queries.

**Key Role Responsibilities:**

* An effective communicator, both verbally and written
* To show understanding on every call and having the ability to remain professional, regardless of the nature of the call
* To be proactive and demonstrate initiative when handling queries
* Building excellent working relationships with key customers
* The ability to multi-task; handling inbound/outbound calls whilst also managing the shared mailbox
* To raise new jobs accurately and in a timely manner
* Ability to adapt to a changing environment
* For achieving Key Performance Indicators and Service Level Agreements

**Customer Care**

* The operational teams, our residents and all visitors to our care homes are our customers. Therefore every person working in the Helpdesk team is a key component in the package of services that is provided to the care homes. Our service will be delivered in a timely fashion with a can-do attitude to ensure that residents live in an environment that is safe, clean, welcoming and above all is reflective of the quality care that underpins Care UK’s business.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

|  |
| --- |
| **Name of postholder** |
| **Signature** |
| **Date** |

##### Person specification

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSEs (or equivalent) |  |
| Experience | * Working effectively and efficiently in a fast-paced environment * Track record in delivering a proactive and customer focused service. * Ability to work on own initiative, identifying when issues need to be escalated to line manager. * Supporting other Managers and colleagues | * Demonstrable continued professional development * Experience of working in a health care or property management environment. * Experience of delivering multiple service requests in a customer focussed environment. |
| **Technical Skills** | * Ability to plan workload and prioritise tasks * Effective communicator both verbal and written * Ability to report effectively on progress and communicate confidently. * Ability to think quickly and take immediate action to make positive changes * IT literate | * Knowledge of buildings and building systems * Knowledge of CAFM system * Knowledge of helpdesk support |
| **Personal Qualities** | * Self-motivated, flexible and enthusiastic with a calm and professional manner. * Works collaboratively with others sharing ideas and information as a team member. * Trust with a consistent approach between actions and words * Excellent telephone manner * Has the ability to adapt to change and work flexibly |  |