

Facilities Helpdesk Compliance Administrator 

JE Code: JE2520

|  |
| --- |
| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Property and Facilities |
| **Reports to:** | Operations Team Leader  |
| **Job Family:** | Operational Services |
| **Grade:** | C |
| **Political restricted:** | N |
| **Date:** | April 2023 |

**Key Deliverables**

|  |  |
| --- | --- |
| **1.** | Receive, log, and prioritise customer requests for facilities support services, including but not limited to, building maintenance, caretaking, hospitality, and room bookings. |
| **2.** | To provide excellent customer service to customers in a courteous, effective, and timely manner. |
| **3.** | To record and monitor those calls which are included and excluded from the scope of the contracted services and ensure that billing is recorded as appropriate. |
| **4.** | To process works requests to the Property & Facilities Team as appropriate, under the guidance of the Built Assets, Facilities, and Estates Leads. |
| **5.** | Take responsibility for effective service delivery and communication of day-to-day workflow correspondence. |
| **6.** | Take ownership on the helpdesk to fulfil detailed compliance administration / audits of all worksheets and PPM compliance certification on receipt, with actions to follow up, raise remedial works as part of the recommendations of the servicing carried out, seeing through status, and updating the Tech forge system. |
| **7.** | Take responsibility for effective delivery of access control and photo identification for staff, visitors, and contractors at all premises/properties and ensure that records are securely stored and destroyed as appropriate. |
| **8.** | Administrate a Permit to Work System and ensure permits are logged and passed on appropriately. |
| **9.** | Assist the Hospitality staff in delivering catering for events and functions and provide cover for the room booking team as required. |
| **10.** | Setting up suppliers on to the Council’s financial systems and raising Sales and Purchase Orders, together with invoice reconciliation, recharges, and all other activities in relation to invoicing and payments. |
| **11.** | To assist the Hospitality staff in delivering the events and functions, and to comply with all company policies and procedures in regard to Health & Safety in connection with the role (in particular Food Hygiene). |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

|  |  |
| --- | --- |
| **1.** | Good standard of education and qualifications to NVQ 2 standard or a minimum of 3 GCSE’, A\* - C (Including Maths and English). |
| **2.** | Food & Hygiene Level 1 (or willingness to be gain within 3 months of employment). |
| **3.** | Demonstrably successful experience of a variety of business/office systems including an excellent knowledge of Microsoft office products & databases. |
| **4.** | A relevant customer service qualification or experience. |
| **5.** | Proven track record of successfully performing in a similar premises communication role. |

Job Family 

Operational Services

Grade C

|  |  |
| --- | --- |
| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
 |

Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages.  They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

### Role characteristics

At this level job holders carry out a range of practical, skilled and semi-skilled tasks, but are also expected to independently deal with issues and problems arising from their own work or those they co-ordinate or supervise.

### The knowledge and skills required

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co-ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

### Thinking, planning and communication

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

Not all situations will be completely clear and there will be a need to investigate circumstances, issues and problems in order to determine a solution or make short term changes to tasks or duties.

**Decision making and innovation**

Job holders will work within standard procedural guidelines but will use their initiative to establish their own daily priorities and deal independently with unexpected problems. Anything particularly awkward or unusual would be referred to the appropriate manager or supervisor.

### Areas of responsibility

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks.

Job holders will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Other than the occasional handling of small amounts of cash or financial records, they will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of Council premises or workspaces.

### Impacts and demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.