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## Job Description

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<b>JOB TITLE:</b>	<b>Helpdesk Supervisor – Soft and hard services</b>
<b>RESPONSIBLE TO:</b>	<b>Head of Operations</b>
<b>LIAISES WITH:</b>	<b>Directors, Operations team, Office Personnel and Customers</b>
<b>OVERALL PURPOSE:</b>	Business Support Supervisor is responsible for providing a comprehensive, confidential and professional support service to the operations team in all aspects concerned with the efficient and successful service provision in line with the Company's growth plan.

### A. Key Responsibilities Summary

- Supervise and monitor all open tickets and identify overdue issues, providing resolution in a timely and effective manner
- Analyse weekly and monthly data and recommend enhancements to processes
- Guarantee that high levels of customer satisfaction are provided during each point of contact with customers
- Serves as the team's manager on duty by supervising and directing the daily activities of the team and assisting team members as needed to resolve problems and complete tasks
- Monitors and audits communications from team members to stores and store support vendors ensuring productivity, process, and quality assurance
- Monitor the effectiveness of systems, policies and procedures and make appropriate recommendations to ensure daily operations run smoothly and efficiently
- Handle staff scheduling to ensure maximum coverage of department functions
- Take ownership of and resolve escalated internal and external problem calls
- Oversee quotation process for extra works to ensure all data is available for invoicing.
- Provide basic IT support including backups, phone, iPad and PC set up and liaison with the external IT support; providing kit to new starters (iPad, mobile phone etc.);
- To oversee all matters relating to fleet maintenance
- To execute any other duties, appropriate to the grade, as requested by the Senior Management Team;
- To maintain SOP's for the position;

### B. Operational Support

- Scheduling periodic work and liaising with managers regarding work booked, arranging schedules, co-ordination of vehicles, equipment, chemicals and uniform, client confirmation and access/security arrangements for the sites, ensuring job sheets are created and charges are applied when applicable;
- Check Periodic Team timesheets against periodic diary to ensure all work completed according to budget, raising any anomalies with the team and the Director;
- Processing feedback and liaising with the clients and the team on completed ad-hoc work;
- Collating client requirements for Bank Holidays and Christmas period
- Attend Client sites where dictated by the business needs;

- Update phone lists when necessary and distribute to Head Office staff;
- Overall responsibility for training on and maintenance of internal databases (CleanLink & EziTracker, CAFM Elogbooks, & Any Other Client Operated Systems) add these items in?
- Produce reports and presentations as and when required for example T&A reporting, CleanLink reporting, complex KPIs (CBRE etc.)

### C. Management of the Business Support Team and HO premises

- Ensure that the Quality Monitor spreadsheet is kept up to date and issued to relevant parties on a weekly basis;
- Ensure maintenance of company Key Performance Indicators (Spreadsheets and Graphs) for all clients that have this agreement in place;
- Ensure that mobilisation and/or termination plans are updated and followed up by all parties;
- Ensure smooth, day-to-day running of the office facilities, to include scheduling repairs, maintenance, deep cleans, post & cloths rota and ensuring general tidiness;
- Ensuring relevant documentation for waste contracts is maintained, including annual renewal of all Duty of Care waste transfer notes;
- Ensure that records on the Company's environmental impact spreadsheet are updated each month
- Monitoring supplier performance on an ongoing basis;
- Overall responsibility for all machinery records;
- Overall control of internal stock and uniform movements;

### D. Performance Evaluation

The Helpdesk Supervisor will be evaluated on fulfillment of the above responsibilities. The evaluation will be based on internal feedback and Personal Development Plan progress.

### E. Core Competency

The Helpdesk Supervisor will need to demonstrate a minimum of three years' experience within a similar position and have excellent organisational skills. They will need to demonstrate that they can work on their own initiative and with little guidance. They will need to be a team player and presentable at all times. They must have strong IT literacy skills, particularly with Microsoft Office Package. Maintaining confidentiality is a fundamental requirement of this role. They also have to be extremely efficient, self-motivated and proactive, with excellent communication skills – both written and oral. This role requires a degree of flexibility as there is a possible requirement for early mornings, evening and possible weekend working (in exceptional circumstances).