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| **Job Description** | |
| **Post title** | Help Desk Advisor |
| **JE Reference No** | A4447 |
| **Grade** | 5 |
| **Service** | Resources |
| **Service Area** | Business Support |
| **Reporting to** | Responsible to the Responsive Repairs and Minor Works Manager |
| **Location** | Your normal place of work will be Meadowfield Depot, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

**Work alongside:** Work with and across all Council Service Groupings.

**Responsible for:** Call handling, the recording of work requests, allocation of work,

database input, help and advice.

**Responsive to**: Service users, Elected Members, Area Action Partnerships,

residents, community groups, internal and external partners.

The post holder will assist in the direction and control of operational and technical staff workload within the Buildings & Facilities Maintenance Service and Design Services.

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| **Duties and responsibilities** |

1. Provide information as required to monitor PI’s set for B & FM and Design Services.
2. Assist the Responsive Repairs and Minor Works Manager to ensure that the performance targets set for the Help Desk function are achieved.
3. To receive customer work requests, gathering full and detailed information whilst accurately identifying and recording the requirements to ensure customer needs are satisfied by the effective and efficient processing of work requests / information requests, advice and support.
4. Ensure all working practices and systems comply with the Quality Systems (ISO9001:2008).
5. To ensure that the REAL Services continues to be a VfM provider of building services and strives for continuous improvement.
6. To ensure self-compliance and the compliance any allocated staff with the policies and procedures of Durham County Council, where appropriate responding independently to unanticipated problems and situations in order to find a resolution.
7. To ensure that customers needs are satisfied by the effective and efficient organisation of the Help Desk function, which will involve the exchange of information with a variety of audiences including customers/service users and colleagues.
8. Implement a system of “call ownership” where all telephone call enquiries are followed up by the operator taking the call to ensure complete customer satisfaction.
9. To promote the services offered by Direct Services and Technical Services to both existing and potential customers as the opportunity arises. Providing initial induction training to new employees within the section.
10. Responsible for integrating the best working practices into area of responsibility by invoking a positive teamwork approach.
11. To understand and appreciate the service priorities of Direct Services and Technical Services ensuring excellent customer satisfaction is achieved by embedding customer focus in service delivery.
12. To carry out any other duties commensurate with the grade or that may be allocated by the Responsive Repairs and Minor Works Manager.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Responsive Repairs and Minor Works Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification: Help Desk Advisor | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent in a relevant area | * Customer Services qualification |
| Experience | * Demonstrate competence within a customer focused environment * Experience of IT packages e.g. spreadsheets, databases, word processing applications |  |
| Skills & Knowledge | * Knowledge of coordinating activities to specific deadlines * Ability to analyse and process schedule of work activities * Good communication and interpersonal skills * Well organised, confident, committed, enthusiastic and innovative with ability to establish, organise and implement priorities * Good administrative and information technology skills * The ability to resolve issues and procedures with minimal direct supervision * The ability to work to tight deadlines and manage own workloads to meet performance targets | * An understanding of local government * Knowledge of Quality Management Systems |
| Personal Qualities | * Team player * Commitment to the concept and values of public service. * A flexible approach to work and a capability to work under pressure to deadlines * Self motivated and able to work using own initiative * Ability to work in partnership with others to forge effective working relationship * May be required to work outside normal hours |  |