

Helpdesk and Maintenance Support Administrator

The Honourable Society of the Middle Temple – City of London
Permanent – Full Time (Monday to Friday 0800 to 1630)
£28,000 per annum plus excellent benefits

The Inn

The historic Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women, who have completed the necessary academic qualifications, to the Bar of England and Wales. This entitles them, after a period of pupillage (vocational training) to practise as Barristers. As well as calling men and women to the bar, Middle Temple is a members' organisation for barristers and provides them with various services and resources including catering and events, a library, training and accommodation (business and residential).

The role

We are looking for a Helpdesk and Maintenance Support Administrator to provide high quality support to the Estates team and in particular the maintenance function. You will be expected to be confident in dealing with a host of telephone calls and emails, most of which will be wanting a problem to be resolved. There will be occasions when you will be expected to go and look at a job and assess the problem in a bit more detail. You will enter jobs on a CAFM system, keeping records and providing reports as required.

You will also be expected to keep on top of a multitude of maintenance contracts and keep up to date records. In addition, you will maintain and keep up to date all relevant Health and Safety records and documentation.

The ideal candidate will have a combination of helpdesk skills and a 'trade' background that would enable you to provide basic advice for solutions to problems as well as being able to manage a busy Help Desk.

Requirements

The successful candidate will have:

- 3 A levels at Grade C or above /or a Technical Trade qualification
- 3 to 5 years (or more) experience in a similar role (helpdesk or customer service), where a very high level of customer service has been delivered.
- High level of knowledge of Microsoft Office programs
- Previous experience of working with a CAFM system
- The ability to remain calm when in challenging circumstances, and also be flexible and adaptable to develop with the role.
- Experience in dealing with a wide range of people. In particular to be confident and comfortable dealing with very senior and distinguished professional people.
- The ability to work effectively as part of a team

For further details on the requirements of and for the role please see the attached job description.

Benefits

Excellent benefits include a generous pension scheme, complimentary lunch when Hall is open, private medical and life cover as well as a generous leave allowance.

How to apply

If you wish to apply please send your CV and a short covering letter explaining why you would like the job to Migena Toci at: recruitment@middletemple.org.uk . The closing date for applications is **Sunday 29 October 2017**. Middle Temple is an Equal Opportunities employer.

JOB DESCRIPTION

Position title: Helpdesk and Maintenance Support

Reporting to: Head of Facilities

Tenure: Permanent

Department: Estates

Key Objectives: To deliver an extremely efficient and effective Helpdesk service for the Estates planned and reactive maintenance requests. To provide technical support where required to the Estates team.

Hours: Full time 8.00am to 4.30pm Monday to Friday (with some flexibility required)

About Middle Temple

Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women to the Bar, i.e. to admit those who have fulfilled the necessary qualifications to the degree of Barrister-at-Law, which entitles them, after a period of pupillage (vocational training) to practice as Barristers. The Inn holds numerous events and functions throughout the year and is also available for private hire.

Main duties:

1. Manage the Help Desk function in its entirety. Taking initial calls for both planned and reactive maintenance queries coming into the helpdesk, forwarding these jobs to the right people within the right team.
2. Inputting all job data into the Inn's Computerised Facilities Management (CAFM) system – ensuring data accuracy at all times.
3. Prioritize calls/jobs effectively ensuring they go to the right member of staff and are given the correct status.
4. Liaise closely with the Works team to ensure all paperwork from jobs raised and closed is accurate and followed through to completion.
5. Provide reports on maintenance KPI's and Service Level performance as agreed with the Head of Facilities and senior stakeholders within the Estates team.
6. To ensure all maintenance contracts in the CAFM system are up to date.
7. Work with the Head of Facilities to ensure the CAFM system is being used to its full potential, making suggestions for better use as appropriate.

8. To provide basic technical support between the Head of Facilities and the Estates team. This will mean site visits to investigate problems.
9. To liaise with contractors as required to ensure they have all necessary permits, authorisation and know what they are doing.
10. Liaise with the Estates team as a whole to ensure stock is monitored, controlled and maintained and tracked.
11. Process all invoices as appropriate.
12. General office duties including:
 - Receptionist duties, answering the phone in a polite and professional way
 - Ordering supplies, placing purchase orders and other orders and tracking as required
 - Processing invoices
 - General administration to support the Head of Facilities/Director of Estates as required
 - Scanning and archiving and keeping good records
13. Undertaking any other duties that may be required by the Director of Estates from time to time.

Person specification: Helpdesk and Maintenance Support

	Essential	Desirable
Qualifications	<p>3 A Levels at grade C or above (or equivalent)</p> <p>And/or</p> <p>Technical trade qualification with the appropriate indentures or NVQ/City and Guilds equivalent.</p>	<p>HNC or HND equivalent</p>
Background/ experience	<p>At least 3 to 5 years' experience of working in an administrative support function and/or customer service function or supervisory level. This must include dealing with trades, contractors, service providers.</p> <p>Proven experience of providing good customer service and support.</p> <p>IT literate with experience of using databases, Microsoft Office (Word, Outlook, Excel) and other computerised systems.</p>	<p>Previous experience of working with a Helpdesk</p> <p>An Estates based trades (person) that has office experience managing problems, contractors etc.</p> <p>Experience of CAFM/PPM system.</p>
Skills	<p>A good communicator, particularly telephone and email communication.</p> <p>A strong multi-tasker, able to work independently to prioritise requirements and juggle an ever-changing workload without significant supervision.</p>	
Personal qualities	<p>Methodical and highly organised.</p> <p>Motivated, able to work independently and use own initiative.</p> <p>Calm under pressure, flexible and adaptable.</p> <p>Collaborative, cooperative and able to make and sustain positive relationships with colleagues.</p> <p>Possessing good judgment, discretion and tact.</p> <p>Comfortable dealing with very senior and distinguished individuals, and able to represent the organisation professionally both internally and externally.</p>	