

Administration & Systems Officer [E&FM Helpdesk]

Job Ref: REQ260208

Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

Job Family and Grade: Administrative Grade 4

Job Purpose

To provide a highly professional and efficient support service to the Estates & Facilities Management Helpdesk. The postholder will take shared responsibility for day-to-day support within the Helpdesk alongside system support for a range of Facilities Management systems.

The post-holder will be expected to lead on nominated areas and work flexibly across other areas commensurate within their grade as and when business needs require.

Job Duties:

E&FM Helpdesk

- To maintain an excellent working relationship with the colleagues in Estates and Facilities Management, their visitors and colleagues within Estates and Facilities Management.
- To deliver an efficient and quality administration and customer service provision to the Staff, Students, Campus Partners and Contractors. This includes keeping customers informed on progress of work when required, having an oversight of work orders and progress and providing reports on these as requested. Providing support for colleagues in using the work order management system.
- To receive requests from staff and stakeholders in the University for maintenance, recording emergency requests within the CAFM system for work order management.

- To take calls relating to emergency situations and reacting in accordance with University policies and practices and taking ownership to ensure action is taken.
- Providing information to staff, students and stakeholders in the University regarding the impact of works being undertaken.
- Support contractors and agency workers with reports as required, to enable maintenance works to be carried out.
- To provide cover for other administrators within Estates and Facilities Management during periods of staff absence. In the event of an emergency, to take initiative and to ensure the desired outcome is achieved in an effective manner. Must be prepared to work outside of core hours if the need arises.
- Support external contractor arrangements for managing gas, pest control and lifts as part of the University policy for managing emergency and urgent incidents.

System Administration

- To assist in the general administration of the CAFM system, supporting the systems administrator as required.
- To support the University e-permit system in due course, ensuring users can access the system as required and managing day to day enquiries.
- To develop and maintain a professional and supportive working relationship with colleagues within Estates and Facilities Management and the wider University and to collaborate with them effectively.
- To support colleagues in their learning to use E&FM information systems.

General

- To undertake general administrative and clerical duties. To respond to enquiries received in person, by telephone or email and take appropriate action.
- To ensure compliance with relevant University policies and procedures.
- To undertake reviews of current processes and propose and implement improvements within area of responsibility.
- To undertake any training and development deemed appropriate for the position by the Reporting Manager and/or Head of Operations. To ensure all mandatory training is up to date as required within the role.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To fully engage in and support the process for annual Personal Development Reviews (PDR's) and to proactively undertake any training and personal development identified through the PDR process.
- To understand and implement Health and Safety policies and requirements for yourself and others, commensurate with your level of responsibility within the Department to enable you to discharge your other duties and responsibilities safely.

- Undertake additional duties as requested by the reporting manager, and in response to the changing needs within the Department or wider University.

Special Conditions

- All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy and Procedures.
- All staff should hold a duty and commitment to always observing the University's Equality and Diversity Policy and Procedures. Duties must be carried out in accordance with relevant Equality and Diversity legislation and University Policies/Procedures.

Points To Note

- There may be occasions for the post holder to work extended hours or weekends due to special events or managing cover within the team.
- The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Organisational Responsibility

Reports to the: Helpdesk Manager, Karen Daniels

Informal enquiries to be made to Karen - K.L.Daniels@lboro.ac.uk

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a clerical or administrative role	1,2
	Experience of establishing and maintaining accurate electronic records.	1,2
	Previous relevant experience of working in a busy customer focused office environment.	1,2
	Working individually and as part of a team	1,2
Skills and abilities	Highly professional and flexible with excellent interpersonal skills.	1,2
	Demonstrate resilience and ability to plan and prioritise, work on own initiative, and deal effectively with simultaneous demands.	1,2
	Proven ability to review, develop and implement new or existing processes.	1,2
	Confident and proactive with excellent organisational skills.	1,2
	Ability to build good relationships. Positive, enthusiastic, and highly motivated.	1,2
	Able to work with accuracy and attention to detail and maintain confidentiality.	1,2
	Competent IT skills including excellent use of Microsoft Office and Outlook.	1,2
Training/ Development	Able to demonstrate an ongoing commitment to training and personal development.	1,2
	A willingness to undertake further training and development as necessary, and to adopt new procedures as and when required	1,2
Qualifications	A level education or equivalent.	1
Other	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity policy.	1,2

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1
	Experience of University administrative procedures and processes.	1

Skills and abilities	Skills using relevant Loughborough University IT systems e.g. Archibus, Compass, Evotix.	1
Other	Understanding and experience of adhering to GDPR legislation.	1,2

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their academic career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and

provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.