

Administration & Systems Officer [E&FM Helpdesk]

Job Ref: REQ260208

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Administrative Grade 4, 1 FTE

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.

Duties and Responsibilities

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.

Support/Administrative Operations

- Deliver comprehensive administrative support to management, including maintaining precise inventory records and managing critical departmental documentation.
- Management & Compliance Support: Partner with Contract Supervisors and Managers to execute administrative tasks, manage documentation, and ensure all compliance records remain up to date.

To provide cover for other administrators and roles within Estates and Facilities Management, commensurate with the grade, 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, e-permit and sign-in app system, supporting the systems administrator[s] as required.

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 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 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.

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.

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.

Organisational Responsibility

The role holder will report directly to the Helpdesk Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows and may include a Test or Presentation as part of the interview process

1 – Application

2 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in an 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, communicating by phone, email and in-person	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, Teams 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, E-Permits and Sign-In	1
Other	Understanding and experience of adhering to GDPR legislation.	1,2

Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 4, per annum at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at: <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>). In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also 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. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Karen Daniels, Helpdesk Manager – K.L.Daniels@lboro.ac.uk