

Property & Facilities Service Desk Administrator

Role Description

Grade:	Grade 3
Campus Location:	Sighthill Role holders may be asked to change location from time to time to meet service and development needs.
Line Manager:	The role is normally responsible to the Administration Supervisor.
Line Management Responsibility for:	The role holder does not have any line management responsibility.
Role Summary:	<p>In support of delivering the University Strategy and Corporate Plan, the role holder will provide a comprehensive administrative support service to Property and Facilities.</p> <p>The Property and Facilities Service Desk Administrator is intended to operate broadly, interchangeably and flexibly as requirements demand, in order to deliver an efficient and resilient service to the department. Property and Facilities Service Desk Administrators also work closely with other relevant staff to ensure all department activities and priorities are supported coherently and appropriately to meet the University strategy.</p> <p>Core duties will include room booking, Service Desk request logging and the purchasing of goods/services on behalf of the Maintenance team and the wider department.</p>

Main Duties and Responsibilities

➤	To provide a professional, proactive first line of contact, both internally and externally for the department. Consistently ensuring a customer focused approach and excellent service delivery to all users who come into contact with the department.
➤	To book the sports pitches owned by Edinburgh Leisure on behalf of Edinburgh Napier societies and the SRU at their request and act as a key liaison point between all parties.
➤	To process customer room booking requests and enter into the room booking system and the central timetabling system.
➤	To provide support to the Property & Facilities Service Desk by recording faults and maintenance requests, on behalf of staff and students, in the Planon facilities management system. To allocate work to our direct labour team or external contractors.
➤	To update work orders and costs in the Planon system, uploading documents and closing down orders when complete. Following up outstanding work or invoices as directed by members of the maintenance team.
➤	To co-ordinate and assess any room moves which happen within the University. Working with the Projects Team to raise any work events required to execute the move smoothly and efficiently.
➤	Support the department in the achievement of key performance indicators through working closely with colleagues to provide appropriate basic management information. This may include liaising with contractors and colleagues in order to prepare data in relation to service performance.
➤	Support financial matters for the department such as: raising and receipting purchase orders, using department credit card and web requisitioning. Ensure that ESI processes are also undertaken in line with Procurement regulations.
➤	To arrange meetings (room booking and hospitality) and make travel arrangements for staff.
➤	Assist with the regular updates of our digital signage for the wider department across the three campuses.
➤	To provide a general administrative service to the Property & Facilities department including the production of letters, documents and reports; office and telephone cover.
➤	Review and update the information held on staff intranet and internet pages for Property and Facilities to ensure accurate information is provided to our customers at all times.
➤	Engage with colleagues proactively to help the department take deliberate steps to support the enhancement and development of processes, procedures and services so that they meet the needs of both internal and external customers.
➤	Demonstrate the University's values and behaviours and contribute actively to the development of an environment where colleagues feel proud, confident, challenged and supported; acting with respect and integrity at all times.

➤	Engage fully in any training and staff development identified as being appropriate for the post holder (through PDR), to ensure ongoing professional and personal development.
➤	To be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies.
➤	To undertake any other reasonable duties that may be required by the Administration Supervisor.

Person Specification

Attributes	❖ Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	HNC/HND OR Equivalent demonstrable experience in a similar role	
Experience	Extensive demonstrable administration experience in a busy office environment. Experience of using a Service Desk system.	Experience of Working in Further/Higher Education. Experience of working in an estates and facilities management environment using related systems such as Planon.

	<p>Experience of procurement using financial systems such as AGRASSO.</p>	<p>Experience of records management.</p>
<p>Skills/Personal Requirements</p>	<p>Sound communication and interpersonal skills with confidence in communicating at all levels across the University, both orally and in writing.</p> <p>Tactful and courteous telephone manner with an ability to deal with difficult calls.</p> <p>Ability to work to tight deadlines.</p> <p>Excellent IT skills including experience of using Microsoft Office, spreadsheets and business systems.</p> <p>A flexible and willing approach to the peaks and troughs of workload throughout the year.</p> <p>Ability to prioritise and organise workload</p> <p>A systematic approach, accuracy and attention to detail.</p>	<p>Knowledge of SharePoint.</p> <p>Experience of forging relationships with internal and external customers and suppliers.</p>

	<p>A strong commitment to customer service.</p> <p>Ability to pick up instructions and information quickly and to adapt to changes.</p>	
--	---	--