



# Property & Facilities Service Desk Administrator



## ROLE DESCRIPTION

### GRADE

Grade 3

### LOCATION

Sighthill, Edinburgh

Role holder may be asked to change location from time to time to meet service and development needs.

### LINE MANAGER

Facilities Service Desk Supervisor

### ROLE SUMMARY

In support of delivering the University Strategy and Corporate Plan, the role holder will provide a comprehensive administrative support service to Property and Facilities.

The Property and Facilities 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 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.

Core duties will include Service Desk request logging, the purchasing of goods and services on behalf of maintenance team/wider department and any other administration duties as required.

### LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.

## MAIN DUTIES AND RESPONSIBILITIES

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- 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 process customer car parking requests and enter on booking 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 maintenance 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.
- 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 and make travel arrangements for staff.
- To provide a general administrative service to the Property & Facilities department including the production of letters, documents and reports; office and telephone cover.
- Act as clerk to agreed meetings, ad-hoc groups and University Committees. This will involve minute taking, preparation and distribution of minutes and agendas, and working closely with convenors to ensure the work of the meeting is completed successfully.
- 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.
- Process key order requests across estate, raising job and corresponding budget holder requisition for costs
- To undertake any other reasonable duties that may be required by the Administration Supervisor.



- Role model the University's values & behaviours;
- 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 e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

## PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

### EDUCATION / QUALIFICATIONS

- HNC/HND or equivalent demonstrable relevant experience. ✓

### SKILLS / EXPERIENCE

- Extensive demonstrable administration experience in a busy office environment. ✓
- Experience of using a service desk system. ✓
- Experience of procurement using financial systems such as AGRESSO. ✓
- Sound communication and interpersonal skills with confidence in communicating at all levels across the University, both orally and in writing. ✓
- Tactful and courteous telephone manner with an ability to deal with difficult calls. ✓
- Ability to work to tight deadlines. ✓
- Excellent IT skills including experience of using Microsoft Office, spreadsheets and business systems. ✓
- A flexible and willing approach to the peaks and troughs of workload throughout the year. ✓
- Ability to prioritise and organise workload ✓
- A systematic approach, accuracy and attention to detail. ✓
- A strong commitment to customer service. ✓
- Ability to pick up instructions and information quickly and to adapt to changes. ✓
- Experience of Working in Further/Higher Education. ✓
- Experience of working in an estates and facilities management environment using related systems such as Planon. ✓
- Experience of records management. ✓
- Knowledge of SharePoint. ✓



ESSENTIAL

DESIRABLE

- Experience of forging relationships with internal and external customers and suppliers.

