

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Estates Helpdesk Operative

## **College/Department**

Estates

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0395-22

## **Salary**

£18,278 To £19,015 per annum

## **Reports To**

Service Delivery Manager

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

This role is responsible for providing a high-quality service of support to all internal and external customers, including staff, students, suppliers and contractors.

The role will include a variety of duties and areas of responsibility, including helping in the creation and transition to a new Estate Service Centre to assist with the effective and efficient running of the Estate Administrative service.

## **Principal Accountabilities**

1. Provide support to the Service Teams in delivering efficient and effective running of the Estates function, delivering a high-quality service to all our internal and external customers and seeking to exceed expectations.
2. Employ a range of IT skills (including a suite of Microsoft Applications, CAFM systems, Oracle Finance) in order to manage and progress own workload efficiently.
3. Process requisitions for goods and services for designated areas by using the University’s web- based Finance systems, including issuing purchase orders and using the University's credit card systems.
4. Management of money (to be responsible for the cash tin, including collection, reconciliation and paying in).
5. Actively promote and display excellent customer service, acting as a key contact point to liaise with other staff both internally and externally.
6. Maintain effective relationships with key stakeholders.
7. Provide advice and assistance, including the co-ordination of responses to enquiries and taking ownership of issues to ensure our service is seen as customer focused and responsive.
8. Support other key activities within the Department and the University as required (e.g. University Open Days and other key events) and to carry out any other duties commensurate with the level of responsibility of the post and as required by the Finance Officer.

The University is continuing to change and our department, as a key service provider, plays a key role within this. You will be expected to undertake any other reasonable duties commensurate with the grade/level of the role and flexibility and a proactive approach is essential.

## **Person Specification**

### Essential Criteria

#### **Qualifications**

* GCSE or equivalent Maths and English and/or relevant experience

#### **Experience**

* Demonstrable experience of working in a busy an administrative/front facing service role
* Experience of, and ability to, prioritise own workload, working within deadlines following procedures
* An ability to work within a team and experience of motivating team colleagues to meet outcomes within set deadlines
* Experience of working with information requiring methodical and meticulous attention to detail
* Experience of working effectively within organizational / external procedures/regulations
* Evidence of working to financial deadlines
* Experience of organising activities/events unsupervised

#### **Skills, knowledge & abilities**

* Excellent, evidenced customer service skills
* Good communication skills, both written and verbal
* Ability to use own initiative to carry out tasks and ability to work in a fast-paced environment, managing multiple activities/projects to successfully deliver within set deadlines
* Strong IT skills
* Ability to receive, understand and convey information which requires careful explanation both verbally and in writing
* Self-motivated with the ability to motivate others
* Proactive attitude with a positive adaptation to change
* Commitment to providing a high standard of customer service
* Actively pursues own development including mastering new technologies
* Strong ability to evidence leading by example on organisational values, attitudes and behaviours
* Resilient, proactive, and adaptable to change, with the ability to persuade and engage

### Desirable Criteria

#### **Qualifications**

* Professional project management qualifications

#### **Experience**

* Experience of providing a customer centric service within an Estate Service Function
* Experience of research and benchmarking against other organisations in order to aid service improvement
* Excellent written and verbal communication skills, with the ability to present complex information in an approachable and engaging manner
* Experience of working within a Higher Educational Institution
* Experience of using Microsoft Office and working knowledge of spreadsheets and databases. Knowledge of CAFM and Oracle Finance

#### **Skills, knowledge and abilities**

* Understanding of the importance of prioritising resources, experience of working with external 3rd party contracts, and delivering service against SLA’s and OLA’s.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity, and inclusion. However, you identify, we actively celebrate the knowledge, experience, and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)