

Estates Officer – Helpdesk Clerk (Business Support Officer)

Department: Health & Community Services

Division: Estate & Hard Facilities

Reports to: Estates Operations Manager

JE Ref: HCS1166

Grade: CS06 **JE Date:** 06/12/2022

Job purpose

To administer and provide comprehensive support within the Health and Community Services' Estates and Hard Facilities department, providing administrative, analytical and advisory support.

To ensure the effective and efficient day to day operations of the HCS Estate and Hard Facilities, IT based Management Systems and to run the HCS Estate and Hard Facilities Helpdesk dealing with maintenance queries and requirements.

Logging planned preventative maintenance (PPM) and reactive maintenance works as required in line with the needs of the service.

Job specific outcomes

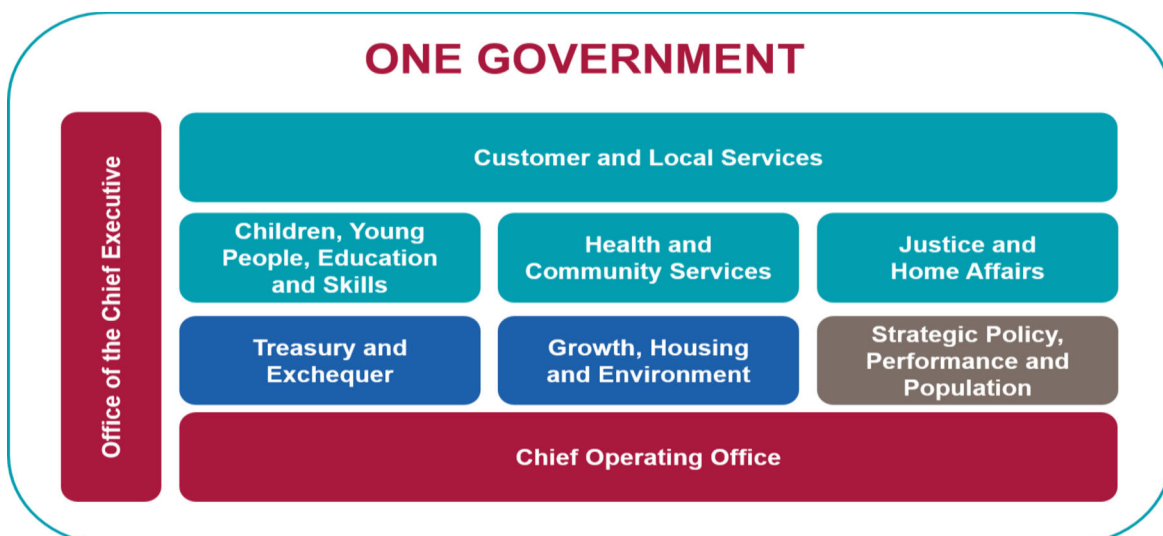
1. Provide a broad range of administrative support services for the HCS Estate and Hard facilities team, using initiative and drawing on experience to anticipate business needs and respond accordingly.
2. Undertake the logging of all night book entries (out of hours calls) generating follow on requests as required on a prioritised basis in line with the needs of HCS. Ensure all inspection reports are recorded and available for reporting if required by HCS Estates Management team.
3. Manage the Helpdesk function for the department during normal working hours responding to telephone queries using initiative and judgement to prioritise tasks and duties providing a customer focused service to all. Forward the information to the relevant Estates Foreman / Technician's to ensure the works are completed in a prompt manor. Input job closure on the EAM system recording all the necessary information pertaining to the reported job.
4. Organise, input, and monitor databases to ensure accurate recording; undertake analysis and produce non-standard reports to provide the business with the information it needs to support decision-making.
5. Create and update performance measurement reports, providing advice and support to managers to ensure the integrity, data quality and production of management information is accurate to meet the requirements of performance review meetings.

6. Develop and maintain an awareness of other HCS teams and services activities, building positive relationships to ensure a collaborative service is provided to the business. Work closely with Growth Housing & Environment (Jersey Property Holdings) whom HCS share a Service Level Agreement (SLA) covering 100+ properties.
7. Assist with maintaining the HCS asset register by regularly liaising with Ward Managers / Supervisors ensuring all new / disposed assets are accurately recorded and information records are updated. Provide updates to the Asset Manager to ensure the EAM system is updated and aligned accordingly.
8. Responsibility for processing invoices for payments on relevant finance systems, and any relevant financial administrative processes required on behalf of management, ensuring they adhere to the relevant finance public manual.
9. To maintain confidentiality of any sensitive personal information to ensure compliance with data protection requirements.
10. Assist the Asset and Operations Managers in reviewing all planned maintenance schedules with regards to type, frequency, codes and related standards on the EAM system.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	The post holder should be educated to GCSE level or an equivalent standard with relevant experience in an administration / Helpdesk role.	
Knowledge	<p>Knowledge of operating across a number of systems and adjusting to specialist systems.</p> <p>Knowledge of supporting in a business administrative capacity.</p> <p>Good understanding of building trades and terminology of maintenance procedures.</p>	<p>Understanding of HCS departmental functions or a government organisation in a similar jurisdiction.</p> <p>Knowledge of medical terminology.</p>
Technical / Work-based Skills	<p>Have used computer systems to enter data and retrieve data</p> <p>Proficient in using computer applications e.g. Microsoft Office Attention to detail and ability to record information accurately with minimum supervision</p> <p>Attention to detail and ability to record information accurately with minimum supervision.</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required.</p> <p>Record incidents / events and subsequent resolution in logs.</p>	<p>Driving licence (Group B)</p> <p>Knowledge of HCS information systems such as Concerto / TABS-FM, Supply Jersey, ZetaSafe.</p>

	<p>Follow-up and update customer status and information</p> <p>Pass on any feedback or suggestions by customers to the appropriate internal team</p> <p>Identify and suggest possible improvements on procedures</p>	
<p>General Skills/Attributes</p>	<p>Able to accurately record information and data.</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise.</p> <p>Be organised and self-motivated.</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc.</p> <p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity.</p> <p>Be able to operate within a number of specialised IT and software systems. Be able to carry out skills, complicated established activities</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to prioritise key tasks under work pressures.</p>	

	Customer focused.	
Experience	<p>Practical relevant work experience in the provision of broad administrative support within a complex business model.</p> <p>Ability to manage a varied workload. In depth understanding of administrative methods that have been learned through direct job experience</p>	<p>Be able to demonstrate an understanding of the HCS/JPH Service Level Agreement.</p> <p>Have experience of maintenance IT systems such as TABS-FM or Concerto.</p>

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

Organisation chart

