



# IMPACT

## Helpdesk Operator

**Reference:** R210209

**Salary:** £20,130 to £22,417 per annum – Grade 5

**Contract Type:** Continuing

**Basis:** Full Time

# Job description

## Job Purpose:

To provide a pro-active conscientious 'Customer Care' service to University staff and Students regarding Estates & Capital Development Department matters.

To provide administrative support to the Estates & Capital Development department.

## Main duties and responsibilities

To undertake the following in conjunction with and as directed by the Maintenance Officer:-

- ▶ To operate the Estates & Capital Developments Helpdesk:
  - Receive phone calls/ emails/ visitors and direct them to the appropriate person within the department.
  - To dispatch maintenance operatives, cleaners and porters to undertake emergency works as required based on requests from staff and Estates officers/ supervisors.
  - To relay information to appropriate Estates officers/ supervisors.
  - To keep customers informed on progress of works.
  - Call out appointed contractors to respond to specialist emergency issues.
  - Issuing keys to authorised persons.
  - Production of 'out of order' signs and other informative signs.
  - To be a 'front of house service' for contractors.
- ▶ To undertake CAFM administration:
  - Creation of Preventative Planned Maintenance (PPM) on the Computerised Facilities Management System (CAFM – Planon) as directed by Estates officers/ supervisors.
  - To issue work orders and PPM's (print, collate and circulate – the scheduling and allocation of work is by the Supervisors).
  - To log time sheets on the CAFM system, admin complete work and general Planon 'house keeping'.
- ▶ To undertake Maintenance Team contract administration:
  - Filling of service sheets/ contracts and other information.
- ▶ To undertake purchase order duties:
  - Raise purchase order requisitions (using Agresso) at the direction of managers, officers and supervisors.
- ▶ To undertake general administration:
  - To arrange meetings for managers, officers and supervisors.

- To produce monthly reports at the direction of managers and officers.
- ▶ The list of duties is not exhaustive. You may be required to undertake additional tasks that fall within your competence or commiserate with your grade as directed by your line manager, or nominee.

## Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	GCSE Maths – minimum Grade C, GCSE English – minimum Grade C or equivalent	Application form
<b>Experience</b>	Experience of working in a customer focused environment.  Understanding of CAFM and  Procurement software systems/ processes.  Good IT skills, including Microsoft Outlook, Word and Excel.  Knowledge of general maintenance and facilities operations to ensure understanding of fault calls to the helpdesk and dispatch of the most suitable trade/ operative.	Application form and interview
<b>Aptitude and skills</b>	Good customer service skills.  Ability to take instruction and direction.  Able to work productively on own initiative and with minimal supervision.  Able to work with attention to detail and accuracy.	Application form and interview
<b>Other</b>	To take responsibility for tasks.	Interview

	Essential	Method of assessment
	<p>Good timekeeper.</p> <p>Observe the Universities equal opportunities policy at all times.</p>	

## How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23:59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk).



## Contact information

### Enquiries about the vacancy:

Name: Stephen Horton

Job Title: Maintenance Officer

Email: [S.Horton@aston.ac.uk](mailto:S.Horton@aston.ac.uk)

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk) or 0121 204 4500.

## Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy



**Salary scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

**Benefits:** <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

### **Eligibility to work in the UK:**

#### **Post-Brexit transition period / EU Settlement Scheme**

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage

<https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

#### **New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020**

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. If you require a visa to work in the UK the most common types of visa are:

##### **Skilled Worker Visa**

<https://www.gov.uk/skilled-worker-visa>

##### **Global Talent Visa**

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

**Equal Opportunities:** Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

**Data Protection:** Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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gets real.**