|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | **Post Details** | | | | | | | |
|  | Job Title: | Helpdesk Administrator (SQR) | Function: | Passenger Services | | | | |
|  | Location: | Old Rochester Station | Unique Post Number: |  | | | | |
|  | Reports To: | Helpdesk Manager | Grade: | ASG | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | To ensure a safe, efficient and cost effective station and depot fault recording and maintenance regime, providing a professional interface for the reporting of all building related faults ensuring that the correct contractors, Network Rail or Maintenance team are mobilised within agreed timescales. Update fault related and asset information to the relevant people as requested by the Maintenance Contract Manager | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15 | Attend Helpdesk between the hours of 0800 – 1700hrs on a rotational shift (08:00 – 16:00/09:00 – 17:00) or flexible to mirror the maintenance contractor helpdesk hours, but not to exceed beyond 1800hrs.  Raise and accurately record all reactive faults reported to the helpdesk onto the facilities management software system and ensure allocated response is made to the correct asset owner with regard to lease responsibilities i.e. raise vegetation, graffiti and litter problems with Network Rail where said fault is on Network Rail owned land or property.  Work with the contractor to ensure there is no cross over with planned preventative maintenance.  Close down faults as advised complete by the Maintenance Contractor, Network Rail or in house maintenance team.  Use management systems provided to check on fault progress upon request from station staff and/or managers.  Monitor maintenance programmes to ensure current and proposed works are identified accurately and within programme dates.  Day to day control of helpdesk management software system including   1. Managing and updating asset databases 2. Statutory Compliance monitoring 3. Updating existing or new employees automatic email communication details   Raise instructed quoted works onto Oracle system for approval by Helpdesk Manager, Senior Contract Manager and Head of Facilities. Attaching relevant supplier quotation documents.  Goods receipt purchase orders on Oracle system as instructed by Helpdesk Manager or Senior Contract Manager.  Review maintenance contractor quotation register against instructed works on Oracle and communicate any irregularities to the Helpdesk Manager.  Receiving and processing staff car park permit applications onto the car park contractor database.  Receiving and processing with all enquiries relating to the waste management contract including monitoring of waste bin collection compliance.  Constantly review any contractual rights and obligations in accordance with the terms of the relevant contract. Escalate as necessary.  Provide data and reports in relation to SQR as requested by the Helpdesk Manager or Senior Contract Manager.  Assist with other general duties as requested by other members of the Facilities team. | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes |  | No | **🗸** |
| D2 | This is a KEY SAFETY POST | | | | Yes |  | No | **🗸** |
| D3 | This post requires SECURITY CLEARANCE | | | | Yes |  | No | **🗸** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | Yes |  | No | **🗸** |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | Yes |  | No | **🗸** |
|  |  | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities: | | | | | | | |
|  | * None | | | | | | | |
| E | **Decision making Authority** | | | | | | | |
| E1 | Verbal authorisation of emergency works | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1 | The role is a key interface between the facilities department and its internal customers and users. As such, this person has an immediate impact on the perceived image of the facilities department. This adds real gravity to the role, not only in efficient and effectively resolving issues but managing the associated customer communications. | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| G | **Person Specification** | | | | |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us. For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are We care passionately about people  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : | | | | |
| G1 | Experience, Knowledge & Qualifications The ability to work to tight deadlines and prioritise accordingly  Good working knowledge of IT systems to include word, excel and data basis  Office and Administration with previous data input experience  Knowledge of the National Station Access Conditions.  Previous experience of working in an environment with a high level of customer contact.  Previous experience of working in a call centre environment  An understanding of the railway environment and any key relationships within it | | | | |
| G2 | Skills (including any specific safety critical competencies) Good communication skills and the ability to get on with people at all levels  Able to work using own initiative and judgement as part of a team | | | | |
| G3 | Behaviours | | | | |
| G4 | **Other** | | | | |
| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | | None other than DFA | | |
| H2 | Financial – Other: | |  | | |
| H3 | Staff Responsibilities – Direct: | | None | | |
| H4 | Staff Responsibilities – Other: | |  | | |
| H5 | Any Other Statistical Data: | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | Sarah Gooding | | Date: | 26th Oct 2023 |
| I2 | Approved By (Head of Department): | Peter Stapleton | | Date: |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **J** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |