



## **JOB DESCRIPTION**

**Title:** Estates Helpdesk Operator

**Reports to:** Estates Helpdesk Supervisor

**Responsible for:** Delivering Effective E&F Helpdesk Service

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### **Main purpose of the job**

The RBO Estates & Facilities Management team is a multi-skilled team contributing to the continued success of the Royal Opera & Ballet. We are committed to delivering success through customer care and are focused on the development of our team members through creating an environment in which individuals have opportunities for progression and career development as a Facilities Management professional.

### **Main Responsibilities**

*Working with Estates & Facilities team to:*

- Oversee the full lifecycle of the task management process including incorporating, logging and updating tasks, resource management, contractor process management and report production.
- Action all tasks received via telephone, email & customer portal in timely manner
- Ensure the Resource Planner is continuously updated to display live information
- Allocate tasks to the relevant operatives & sub-contractors based on the information provided
- Contractor management procedures including key allocations, signing in process and work sheet management
- Prioritisation and reprioritisation of works/task schedules, whilst keeping sight of SLA's
- Keeping the PPM programmes on schedule and communicating any changes to relevant stakeholders
- Provide professional, accurate and concise notes on all jobs
- Coordinate responses to requests for extra works/project requests
- Raise service requests and instruct contractor works upon authorisation
- Understand when to escalate issues to relevant supervisors where works fail to meet SLA's

- Liaise regularly with internal teams, supervisors, contractors, suppliers, staff & customers
- Act as dedicated point of contact for staff, customers, internal teams and contractors
- General office and administration duties

*Data and reporting:*

- Provide a suite of daily, weekly and monthly reports from CAFM
- Produce a daily WIP report to enable proactive monitoring/management of SLA's
- Provide performance data on internal teams and contractors
- Produce weekly reports/figures on jobs logged/completed
- Provide figures for monthly SLA / KPI Reporting
- Produce ad hoc reports from CAFM system
- Escalate risk management issues to relevant supervisors

## **PERSON SPECIFICATION**

### **Essential Knowledge, Skills, and Experience**

Applicants should provide evidence of their ability to meet the following:

- Customer Service/Facilities Management related qualification or equivalent relevant practical experience
- Experience and knowledge of working with a CAFM system
- Previous experience of working within a helpdesk environment, property management environment or FM administration role
- Experience of working to tight deadlines & effective time management
- IT literate with good knowledge of Microsoft Office packages
- Excellent organisational and time management skills
- Excellent interpersonal and communication skills
- Outstanding customer care skills
- Able to act with discretion and confidentiality

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

