



Job Title: Service Desk Coordinator
Grade: 4
Salary: £23,950 - £26,038
Department: Estates and Campus Services
Hours/Contract: 35 hours/week, Permanent Full Time Contract
Job Family: Management and Admin
Reference: 10691

Role Purpose

To provide a professional, customer-focused, single point of contact for all Estates and Campus Services customers through which they can obtain help and support for the full range of services.
 To supervise and support the day-to-day operations of the Service Desk team by planning and organising work, directing staff and overseeing the allocation of physical resources. To communicate effectively with staff and customers to ensure customer service levels are maintained.
 To coordinate and report on incidents ensuring the Incident Management Team are updated on status and the customer is updated appropriately on any fix times and solutions.
 This role requires excellent interpersonal skills to sensitively and courteously resolve in-depth enquiries, with minimal recourse to management, together with the ability to interpret and implement University policies.

Resources Managed

The post holder will have direct line management and responsibility for Team Leaders and Help Desk Operators. They will be required to co-ordinate, allocate and monitor the delivery of tasks and work closely with other service providers to ensure smooth operational functions.

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> To support frontline response to incidents raised to the Help Desk including fire, floods and other incidents likely to cause disruption. 	20
<ul style="list-style-type: none"> To provide first level response to customer feedback. This will typically involve working within predetermined parameters. More complex issues will be escalated to a more senior member of staff. 	10
<ul style="list-style-type: none"> Provide a high quality face-to-face, telephone and email technical service for customers seeking assistance with any aspect of the Estates and Campus Services functions. Prioritise incidents based on knowledge of the customer’s situation and an estimate of the number of individuals impacted, analyse symptoms, determine possible causes and propose workarounds or resolutions to restore service. 	15
<ul style="list-style-type: none"> To ensure that customers are satisfied with our response to queries, feedback and incidents, by either contacting customers in person or coordinating the Helpdesk team to do the same. 	10
<ul style="list-style-type: none"> Provide support by visiting the end users to provide the Incident Management team with details when required. By contacting the correct skilled person to arrange service as quickly as possible. 	5





<ul style="list-style-type: none"> Record all interactions with customers and actions taken to resolve incidents and service requests on the relevant service desk system. Monitor all open job tickets and emails to the Service Desk and provide management updates to both senior management and customers and chase open job tickets. 	5
<ul style="list-style-type: none"> Manage and coach the HDO's on all the service desk processes and supervise their work to ensure that high standards are maintained. This will include determining the responsibilities required of individual team members in order to deliver a high-quality customer service and to ensure that the team of HDO's and Team Leaders work to prescribed standard operating procedures and policies. 	15
<ul style="list-style-type: none"> Provide second level response to more complex issues that have been escalated by the HDO's and Team Leaders. This will involve identifying the impact of incidents arising and in an appropriate manner, with major incidents being escalated to a senior manager. 	5
<ul style="list-style-type: none"> Deliver a range of administrative functions to support the effective running of the service. This will include the use of a variety of systems comprising of, but not limited to Maxxess; Salto; Infosmart; Ready; Aim; Sagoss and SAP. 	5
<ul style="list-style-type: none"> Monitor the team's performance, including but not limited to sickness absence; return to work interviews; performance reviews and training development. 	5
<ul style="list-style-type: none"> Develop and maintain a suite of Standard Operating Procedures on all areas of the role to ensure consistency and support for the team. Create standard replies for customer queries to guarantee the team are delivering a high standard of customer service and a uniform approach. 	5

Internal and External Relationships

- Helpdesk Operators (HDO's)
- Team Leaders
- Operation Managers / Assistant Managers
- Portering and Cleaning teams
- Other ECS Departments
- Departmental contacts within buildings
- Contractors, visitors and other suppliers

Planning and Organising

Organise and plan own workload weekly/monthly/yearly in advance to ensure effective professional service provision and deadlines are met with the ability to respond and react to new pressures. Work autonomously with limited supervision.

Operate with a high level of independence to organise and support incident resolution liaising with stakeholders to ensure efficient and effective delivery of end fix.

Monitor service requirements and escalate to relevant parties to ensure Service Level Agreements are met.





Qualifications, Knowledge and Experience

Essential

Either

- Academic or vocational qualifications (NVQ 2/3, 5 GCSE passes at grade C or above, City and Guilds or equivalents) plus practical work experience in a relevant role*

Or

- Extensive relevant work experience in a comparable setting*
- Proficient user of Microsoft Office, (including Outlook) and the internet*
- Evidence of a working knowledge of a providing a customer service office-based role*
- Team leading / Supervisory experience *

Desirable

Experience of using the Smarter Purchasing system and Science Warehouse or something similar
 Experience of working within Higher Education or another public sector setting
 First Aid training

***Criteria to be used in shortlisting candidates for interview**

Skills, Abilities and Competencies

Essential

Excellent Customer Service skills *
 Excellent communication skills (assess at interview)
 Team Player *
 Excellent interpersonal skills (assess at interview)
 Proactive and positive approach towards resolving issues and finding solutions
 Flexibility

Desirable

Previous Leadership skills
 Staff Appraisal and Development
 Influencing and Inspiring

***Criteria to be used in shortlisting candidates for interview**





If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing; graduation ceremonies; student registration; and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff, which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

