

Summary

Job title	Estates Helpdesk Assistant
Division	University Administration and Services
Department	Estates Services, Facilities Management
Location	The Malthouse, Tidmarsh Lane, Oxford OX1 1NQ
Grade and salary	Grade 4: £27,838 – £31,459 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Estates Helpdesk Manager
Vacancy reference	177113
Additional information	Workplace may be any OU building as per operational requirement

The role

The Estates Helpdesk team act as central point of contact for all Estates related requests and queries; for example meeting room bookings, hospitality bookings, reporting building faults, managing card access, etc. The duties of this role are to help ensure the effective and efficient running of the support team operating the Estates Helpdesk.

Responsibilities

Helpdesk Function

- To communicate effectively by phone, radio, email and in person with our customers, suppliers, contractors, tradesmen and other sections of the Estates team and the wider University.
- Manage and monitor the Estates Helpdesk shared email box agreed SLA's; responding to Customer feedback and ensuring appropriate action is taken, escalating where necessary.
- To accurately record information and progress job requests appropriately within agreed service levels.
- To utilise the Planon CAFM system to log customer requests, enquire on job status to answer queries, pass jobs to contractors or other sections of the University, produce reports and book car parking spaces for visitors and contractors.
- Monitor Planon dashboards. Closing requests on completion of work in a timely manner, checking data is accurately recorded, especially in terms of recharging and sending Customer Satisfaction forms.
- To carry out surveys and other routine checks to ensure that we are achieving high levels of customer



satisfaction

Access systems and University cards

- Issue temporary University cards, Salto fobs to staff and contractors
- Process new University card applications including requests to renew, lost and damaged cards
- Update building access systems, Net 2 and Salto for staff access rights
- Set up WiFi access for staff or visitors
- Manage access issues in coordination with guidance from the building facilities managers and if necessary, liaise with the relevant Security companies or University Security Services to resolve problems
- Add authorised users to the University card office portal on request

Building requests

- Assign job requests on Planon system to FM, DLO, wider Estates and contractor to carry out work (tablet, job ticket or by name)
- Maintain and update job requests and remind Estates staff when jobs should be closed down on system
- Provide updates for customers to jobs logged with DLO or FM
- Provide reports from Planon system to building managers
- Log permit requests in accordance with procedures to meet agreed SLA's and ensure associated records are updated in Planon or other systems as requested
- For activities requiring specific external contractors, raise purchase orders on behalf of the responsible person once their authority has been given. These Purchase Orders (PO's) are raised on Oracle Financials via Planon in accordance with procedures to meet agreed SLA's ensuring all purchasing activities conform to the University financial orders and regulations. Update Planon on work progress; chasing if necessary

Travel

- Process applications for the University bus travel scheme; cancel bus passes and organise customer refunds; process lost pass requests and record all transactions on the Planon system.
- Send received passes to customers and invoices / credit notes to Payroll in Central Finance.
- Monitor the Estates Helpdesk inbox for details of price changes to travel products and ensure the website is kept up to date.
- Process and print car parking permits for UAS staff and send new permits to staff
- Manage car parking bookings for FM managed buildings
- Process online store purchases of bike equipment

Room booking & Hospitality

- Book rooms and hospitality, including amending and cancelling
- Publish room bookings to display screens and maintain the screens

Service Level Agreements

- To operate within the Estates Helpdesk Service Level Agreement

General

- The postholder may be allocated other duties not specified above which fall within the general area of the post.

Selection criteria

Essential selection criteria

- Candidates must be fully computer literate, including Microsoft products i.e. Outlook, Excel and Word
- Candidates must be confident to work on a variety of computer systems simultaneously and should be able to deal with system changes quickly and effectively – training will be provided
- Candidates should have some experience of working in a similar environment
- Candidates will be able to communicate with our customers and colleagues confidently and effectively, ensuring that all communication is polite, timely and in accordance with our commitment to excellent customer service ensuring that all customer interactions are aligned with the Estates Services mission and values statement.
- Applicants must be able to work effectively as part of a team
- Candidates should be prepared to be part of an evolving team whose duties are changing with new developments in technology; the right candidate will be somebody who has a desire to engage and make suggestions for service improvement
- Applicants should have a positive approach to work and be prepared to assist others when required and be able to think actively, finding solutions to our customer's queries. The nature of the Helpdesk's work is that it is a fast-paced environment and the workload is varied.

Desirable selection criteria

- Ideally applicants will already have proven experience and demonstrable skill working in a Facilities Helpdesk environment or in a customer service-related role
- Qualified to A level or equivalent in a relevant subject i.e. Facilities Management, Business Administration

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Estates Services

Estates Services is responsible for the management and strategic development of the University's functional and commercial estate, comprising 440 buildings, and associated infrastructure. The University's functional buildings include specialist research buildings, teaching laboratories and lecture halls, sports facilities, libraries and museums, administrative and ceremonial buildings. Commercial properties include graduate accommodation, office space, warehouses and agricultural land and property.

The day-to-day responsibilities of Estates Services include managing the capital building programme, aimed at delivering world class new buildings; repairs and maintenance, including upkeep of some of the finest buildings in the city; facilities management for a number of University buildings; the provision of central services such as mail room services; maintaining a safe and secure physical environment; the allocation of space for departmental use; property acquisitions, disposals and leases; accommodation for graduate students at eight sites, as well as housing for key staff; conserving Wytham Woods and University Parks, and managing gardens and landscapes across the estate; carbon reduction strategies across the University and helping staff and students to make sustainable workplace and travel choices.

For more information please visit: <http://www.admin.ox.ac.uk/estates>

Facilities Management at the University of Oxford

Standing regulations in the form of 'The Estates Regulations' are issued by the Building and Estates Sub Committee (BESC) under the authority of Council, which apply to all University buildings within the functional estate. The Estates regulations divide the responsibilities for maintaining University buildings between BESC (delivered by the Estates Services) and the occupying department. This is embedded as common practice within the University. OUES deliver, in general 'Hard FM' services and are responsible for Mechanical, Electrical and structural disciplines. 'Soft' services', day to day maintenance, Health and Safety and management of departmental specific equipment are a departmental responsibility. The departmental responsibilities are the services OUES FM provide and are the remit for this post.

OUES Facilities Management – Background

The Estates Services has a growing responsibility for Facilities Management (FM) throughout the University's estate. Historically, FM has been largely organised locally, by occupying departments. The benefits of a professional approach to FM are now more widely recognised, however significant opportunities still remain. The Estates Services currently have responsibility for the provision of the FM function for approx. 20% (120,000 sqm) of the current functional estate. This has increased year on year as departments recognise the benefits of a professional FM service and of their existing FM managers becoming part of a broader FM team. The centrally managed FM function has been restructured to allow this service to continue to grow and to maximise opportunities for efficiencies and sharing of resource.

For more information please visit www.admin.ox.ac.uk/estates/facilitiesmanagement

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

Support the University's core academic purposes of teaching, learning and research;

Ensure the University can meet the requirements of government, funding bodies and other external agencies; and

Facilitate the attainment of the objectives set out in the University's Strategic Plan.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly uashr@admin.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>