

HELPDESK SUPERVISOR

Estates Division

Closing Date: 8th May 2024
Job Reference: BA41402



HELPDESK SUPERVISOR

Salary:

£32,332 - £38,205 pa

Staff Group:

Assistant

Contract:

Permanent

Location:

Cambridge

Faculty / Department:

Estates Division

Purpose of the role

To lead on the provision of an effective and efficient maintenance helpdesk service for customers of Estate Division and in support of the delivery of maintenance, statutory compliance and projects services by the maintenance provider.

Utilising CAFM systems, to provide end to end support and administration for planned and reactive maintenance, statutory compliance and projects activities, including planning and scheduling of activities, administration of work orders, variable works, and projects quotations, commercial management of specialist sub- contractors and suppliers, processing of maintenance documentation, plus any other similar duties required by the maintenance provider.

To work collaboratively to ensure all maintenance activities are completed in a timely manner in full accordance with the contract specifications and key performance indicators, working alongside the PPM planning and engineering teams to track the completion and close-out of work orders and to provide timely and accurate management information.

To develop and maintain positive stakeholder relationships and to drive high standards of customer service within the helpdesk team.

To play a key role in the development and implementation of CAFM and other support systems and processes across the maintenance team.

The role will require a high degree of liaison with maintenance provider, Estates Division and University-wide stakeholders as well as third party contractors and consultants in order to ensure that services and projects are delivered in the most beneficial and cost-effective manner.



Key Responsibilities

1. Provide an effective and efficient helpdesk service via the maintenance provider's helpdesk and CAFM infrastructure in support of planned and reactive maintenance, statutory compliance and project activities. This includes:
 - Answering helpdesk calls, emails and self-service requests
 - Processing planned and reactive work orders and follow-up orders
 - Assigning works to the appropriate individuals, teams or subcontractors, including analysis and prioritisation of the urgency of activities
 - Following up on open tasks to ensure compliance with contract KPIs
 - Closing out of completed tasks
 - Raising purchase orders, processing invoices and other commercial administration activities
 - Answering customer queries and addressing any complaints or issues
 - Managing and develop positive stakeholder relationships to improve service and customer experience

2. Lead a high performing helpdesk team, providing effective line management, resource planning, performance management, training and development.

3. Responsibility for ensuring helpdesk services are delivered to a consistently high quality in accordance with documented University and maintenance provider Service Level Agreements and Key Performance Indicators. This will include monitoring and reporting on key performance metrics such as call and email response times, customer satisfaction, complaints handling, accuracy of information, plus implementing remedial actions and improvement plans to address any areas of concern.

4. Undertake helpdesk and CAFM system administration and development activities under the guidance of the maintenance provider. This will include:
 - Supporting the implementation of system improvements, upgrades and new IT and data management systems and tools
 - Creating guidance and training materials
 - Facilitating team training
 - Managing communications with system users and customers
 - Input into helpdesk and CAFM working groups and policy and strategy development
 - Contributing to the roll out, promotion, development and revision of service level agreements between Estates Division and customers

5. Provide analysis, data and reports in support of the maintenance provider's monthly and ad-hoc contractual reporting cycles. This will include data on helpdesk performance and delivery of maintenance and statutory compliance activities against contractual Key Performance Indicators. Also, provide reports, analysis and other documentation as required from time to time by the PPM Supervisor, Performance Manager or Account Director.
6. Support the management and processing of subcontractor invoices, including accuracy checking, review of backup and supporting information, cross-checking with CAFM data, processing for manager authorisation, following up on queries.
7. Support the maintenance and updating of data on the CAFM system including changes to buildings lists, assets, staff and contractors.
8. Perform a quality control function, ensuring that all University and maintenance provider policies and procedures are strictly adhered to and that all contract and compliance documentation and data is stored in the correct locations and formats and is subject to regular checks and audits.
9. Undertake such other duties as reasonably required by the maintenance provider and/or University, including providing support and cover for colleagues as necessary.



Person Specification

Criteria	Essential	Desirable
Experience		
Knowledge of Asset Management and maintenance.	X	
Experience of working independently and dealing with unforeseen problems and circumstances.	X	
Experience of supervising/managing others.	X	
Previous experience working in a senior customer services role.	X	
Skills		
Ability to liaise confidently and effectively with people at all levels.	X	
Provision of reports using Excel/other.	X	
Excellent customer service skills.	X	
Commitment to excellence in service delivery.	X	
Effective decision making and problem resolution skills	X	
Excellent supervisory, motivational and management skills.	X	
Positive team player.	X	
Understanding of the principles of Asset Management	X	
Understanding of current Health and Safety legislation relevant to property management.	X	
Qualifications		
HND/HNC or equivalent level qualification.	X	
Relevant Customer Service qualification – Grade 4 or above.	X	
IOSH/NEBOSH.		X
Asset Management certificate desirable.		X
Additional Requirements		
Collaborative working with a range of stakeholders to continually improve the service provided by Estate Facilities.	X	
Ability to identify areas for self-improvement and willingness to attend additional training.	X	
Excellent organisational skills	X	
Resilience in difficult situations.	X	

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	C
Communication	C
Innovation and Change	C
Negotiating and Influencing	C
People Development	C
Relationship Building	C
Strategic Focus	C

Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



Estates Division

The Estates Division at the University of Cambridge is a multi-disciplinary organisation responsible for the development, management and maintenance of the University estate, along with the provision of a variety of related services.

Our current operational estate (buildings used for teaching, research and administrative activities) is currently valued at £3 billion (Insurance Replacement Cost) and its broad and complex nature presents many demanding challenges, for example some buildings are 800 years old, Grade I Listed and protected by English Heritage, whilst others are new with highly sustainable building fabrics and buildings management systems.

Key areas we are responsible for include:

- Planning and managing the University's estate development programme.
- Project managing new build construction and the refurbishment/alteration of existing stock.
- Managing and maintaining the estate including residential accommodation and investment properties.
- Delivering a comprehensive facilities management service to the University.
- Managing catering outlets across the estate.
- Managing the operational and research facilities at the [University Farm](#).
- Promoting the University's environmental sustainability initiative, particularly with regard to reducing carbon emissions.



Terms of Appointment

Tenure and probation

The appointments will be made on a permanent basis. Appointments will be subject to satisfactory completion of a 6 month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, Monday to Friday.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

Paid holiday entitlement will increase by one day after nine years' unbroken service and thereafter by one additional day for each period of three years' unbroken service up to a maximum of four additional days after eighteen years' service.

Your normal hours of work are 36.5 hours. Your times of work will be notified to you by your institution. In addition to the standard working week of 36.5 you will work 0.5 hours. As a result of working this extra time,

in addition to the 36 days holiday entitlement, you will receive time off in lieu with payment equivalent to a further 3 working days in a full leave year.

General information

Pre-employment checks Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References

Offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals

with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please email Estates Division HR on EDR@admin.cam.ac.uk

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and

deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMBens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMBens. CAMBens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available

here:

<https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

The University of Cambridge is committed to supporting our staff to thrive both professionally and personally. We aim to support a good work/life balance, whilst retaining the positive aspects of our unique in-person environment and culture. Elements of this role are suitable for hybrid working, where staff can split their time between in-person collaboration and remote working. The frequency of the remote elements of the role can be discussed with the recruiting manager.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

If you have any queries regarding the application process please email Estates Division HR on EDR@admin.cam.ac.uk.

The closing date for applications is: 8th May 2024.