

Job Description

Position / Job Title:	Helpdesk & Administration Co-Ordinator
Ref:	POSN108172
Location :	Talbot Campus
Faculty/Professional Service:	Estates
Normal hours per week:	37 hours (Some flexibility will be required to ensure that key time scales and deadlines are met).
Grade:	3
Responsible to:	Maintenance Services Manager

Job Purpose

To provide an efficient frontline helpdesk function to the organisation, for the reporting of maintenance jobs or requests for the Maintenance and Facilities Management (FM) Teams.

To provide an efficient, customer focused reception service to estates contractors attending site, ensuring all appropriate signing in processes are completed and relevant access permissions are granted enabling contractors to safely carry out their work.

To record, allocate and monitor the jobs and requests through an electronic Computer-Aided Facilities Management (CAFM) system to completion in an appropriate timeframe.

To provide wide ranging, day to day administrative support to Estates teams, including the maintenance of appropriate databases, production and upkeep of various reports and information.

The post holder must have excellent interpersonal skills and will be expected to be a pro-active decision maker within the remit of the role.

To be responsible for the day-to-day operation of the central room bookings function for all staff & students across the university.

Main Responsibilities

Administration

- Being the first point of contact for contractors and facilitating their visit to BU sites
- Updating a range of databases as required
- Dealing effectively with enquiries from colleagues, contractors, staff and students in person, by telephone, radio and electronically, ensuring BU is represented professionally
- Maintaining and monitoring secure access control systems both electronically and physical keys with robust procedures for security
- Organising key estates meetings including taking and producing minutes in support of the Operations Administrator
- Maintaining and updating appropriate filing structures and managing the production of a wide range of monthly reports for FM teams
- Efficiently co-ordinating various financial processes
- Responding to any other day-to-day requests from estates teams for a range of administrative tasks

Room Bookings

- Respond to day-to-day central room booking enquiries using the electronic CMIS system
- Ensure suitable bookable space is allocated in line with set procedures
- Liaise with colleagues in other teams to co-ordinate Timetable activities or Event enquiries
- Produce a range of agreed reports for key stakeholders
- Pro-actively manage pending requests, plan and implement room bookings for forthcoming year
- Conduct regular room condition audits for all central teaching spaces, central teaching rooms and PC Labs across Talbot & Lansdowne campuses
- Maintain room bookings intranet pages in conjunction with Deputy Space Planning Manager

Estates Service Desk

- Co-ordinate and respond to day-to-day requests or jobs from staff for all new and outstanding Estates Helpdesk requests
 - Investigate & respond to queries from BU staff and students regarding outstanding jobs or requests, referring to Estates or other teams across BU as required
 - Create and maintain procedural documentation and escalation processes to ensure Service Level Agreements are met
 - Be responsible for monitoring and responding to requests made via the out of hours voicemail.
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- Organise and attend periodic facility inspections with relevant estates managers and follow up on any actions noted.
 - Actively contribute to the development and implementation of key processes & procedures, service monitoring and delivery.
 - Any other duties as reasonably required by your line manager

Information Governance Responsibilities

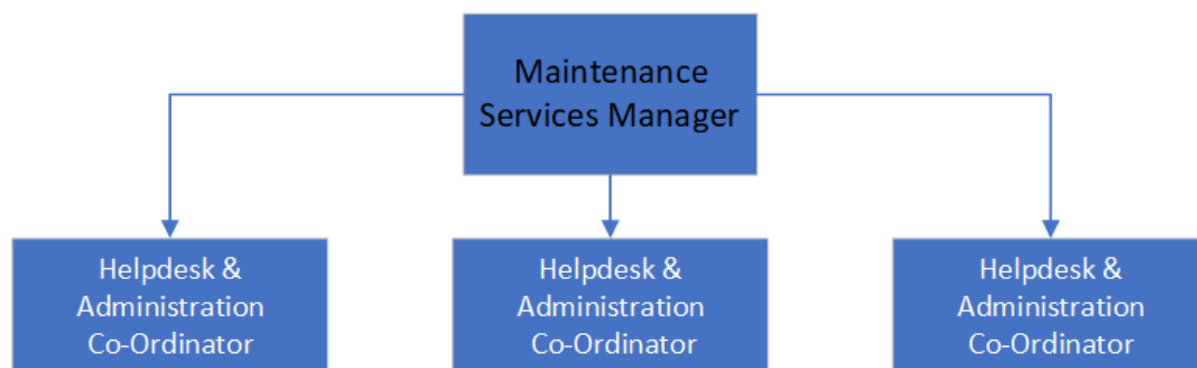
Data User

- Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Challenges

You may work with minimum supervision, be required to use your initiative, undertake decision making, and handle numerous diverse situations, requests/queries whilst maintaining a positive, professional and receptive manner. At peak periods the workload, which will come from multiple colleagues will need careful prioritising to ensure deadlines are met in an effective way. You will carry out duties in a confidential, timely and professional manner.

Organisation Chart



Internal Contacts:

All levels of staff across the University, to include Senior Managers and in-house Trade Operatives.

External Contacts:

Official visitors, students, and contractors

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must always carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must understand and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Whilst the requirement for a full driving license is a desirable criteria employees must be willing to acquire a license, at their own cost, during the course of their employment.

October 2025

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Faculty / Professional Service: Estates		Date: November 2023
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
General education to 'A' Level or equivalent		E
Administrative or helpdesk experience ideally gained in an accounts / HE / maintenance / IT environment		E
Experience of preparing high quality documentation e.g., reports		E
Experience of using IT systems & databases, ideally helpdesk management systems		E
Experience of working as a team, preferably across multiple sites		E
Experience of working in a service/helpdesk role		D
Experience of adopting and developing new administrative systems processes and procedures		E
Experience of space planning activities		D
Experience of maintaining financial processes		E
Skills		
High degree of IT literacy and experience of a range of O365 applications		E
Ability to problem solve and resolve conflicting issues		E
Ability to organise and prioritise tasks and work collaboratively with a range of colleagues		E
Ability to identify & implement improved, more efficient ways of working		D
Excellent interpersonal and communication skills including face to face, written & telephone		E
Attributes		
Ability to work effectively in a team and independently as required		E
Ability to work under pressure and use own initiative to prioritise tasks effectively		E
High attention to detail and high level of accuracy		E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with tricky situations.		E
Ability to communicate effectively with people at all levels		E
Self-motivated, adaptable and proactive		E
Professional, pro-active approach to all tasks		E
Willingness to undertake a wide range of tasks, some more challenging than others		E
Commitment to continuous professional development		D