



Maintenance Helpdesk Administrator

OVERVIEW

The purpose of the Maintenance Helpdesk Administrator' role is to contribute to the achievement of Westonbirt Schools business objectives by supporting the Estates Team by providing administrative duties including managing the Estates Helpdesk, ordering materials for the Estates Teams and supporting the Estates Team with administrative tasks.

RESPONSIBILITIES

Helpdesk Administrator

- Manage the Maintenance Team helpdesk, allocating jobs to appropriate trades and setting response times.
- Follow up to customers when jobs are completed or delayed.
- Coordination of urgent jobs through communication with trades.
- Call out of external contractors when deemed necessary.

Supplies ordering

- Order materials, as required, by the Maintenance Team following procurement processes
- Ensure the correct materials are delivered and forward on to the Maintenance Team.

Policy, Process and Compliance

- Support the Estates Manager with ad hoc tasks as required
- Undertake any other reasonable request from the Estates Manager or the Director of Estates and Services

PERSON SPECIFICATION

Desirable

- First Aid at Work Qualification
- Qualified to GCSE / A Level standard
- Experience of working within a maintenance environment
- Evidence and investment in personal development

Essential

- Knowledge of maintenance, trades and materials.
- Confident communicator at all levels.
- Flexible approach to working hours.
- Superb organisation and communication skills.
- Excellent attention to detail with an eye for compliance and regulation.
- Experience in a busy administrative role.
- Experience of prioritising work to meet deadlines.
- Ability to maintain calm professional manner during high pressure periods.
- Good literacy, numeracy and IT skills (Microsoft Office/Outlook/Excel/Databases).

TERMS

- Part time, 20 hours per week, Monday to Friday 9.30am to 2.00pm to include 30-minute unpaid lunch break. This role requires the post holder to work at the school site. This is a year-round role.