



Candidate information

Helpdesk Systems Dispatcher





Job Description

Post Title: Helpdesk Systems Dispatcher	Post Reference: JD047	
Summary of the Role: The role of the Night Helpdesk Systems Dispatcher is to provide a comprehensive facilities helpdesk dispatching service, supporting all soft Facilities Management service provisions, which includes domestic, portering and logistics services.		Reports to:
		Base / Location: Queen Elizabeth Queen Mother
Key Responsibilities		Working Relationships & Contacts
<ul style="list-style-type: none"> ▪ To provide a friendly, efficient and courteous service to both internal and external customers, demonstrating high standards of customer service at all times. ▪ To act as a key contact and representative of Serco`s Soft facilities management services when working with the client and their staff, ensuring that good relationships are developed and maintained. ▪ To respond to all service requests in compliance with the agreed performance indicators, dispatching service resources productively and effectively using the `Agility` Computed Aided Facilities Management system. ▪ Ensure that information and activity data is input in a timely and accurate manner, supporting prioritisation of service demands and outcomes. ▪ To fully co-operate with other staff, and actively participate as part of the team to ensure efficient running of the Soft FM services. ▪ 		Internal : Across all Soft Facilities External:

Person Specification:
(Please state Essential (E) or Desirable (D))

Knowledge & Skills:	Experience	Qualifications
<ul style="list-style-type: none"> • Excellent IT Skills • Ability to Multi-Task • High quality Customer Service skills • Professional telephone manner • Particular attention to detail • Displays the utmost confidentiality • Capacity to deal with distressed/angry callers • Ability to work unsupervised • Excellent literacy skills 	<p>Experience of mutli tasking and allocating resources in a similar environment – large organisation</p>	

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		
Hand Washing?	This means washing hands 20 plus times per working day.		
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.		
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		