

HELPDESK TEAM LEADER

Job Title:	Helpdesk Team Leader
Department:	Central Operations
Reporting to:	Central Operations Manager
Responsible for (staff)	Yes
Location:	Hillington, Glasgow
General Purpose of Role:	Lead a team of Operatives to deliver efficient Planning, & Scheduling of FM services for our client(s). Managing individual and team performance in an SLA and KPI driven environment.

ACCOUNTABILITIES

- Lead a team of Helpdesk & Planning operatives to deliver first class FM service to our client(s)
- Engage with internal and external customers to ensure client requirements and service deliverables are met
- Provide accurate and concise reporting that helps drive improvement in service performance every day
- Identify areas for improvement within the department and drive a continuous improvement culture within the team
- Develop strong relationships with the field operations team, sub-contractors and client representatives to ensure the highest standards of communication are maintained
- Drive efficient Purchase Order / Invoice processes between Arcus and the sub-contractor base, ensuring timely submission and processing of financial activities
- Act as an escalation point of reference for service delivery issues
- Ensure that all operatives are adequately trained, coached and guided to achieve agreed objectives and personal goals
- Contribute to the development and implementation of robust departmental processes to ensure that high quality services are provided to both internal and external customers
- Ensure that an audit-ready status is maintained across the department
- Hold regular Team Meetings to ensure consistent cascade of messages and to provide forum for two-way communication
- Carry out regular 1-2-1s and complete quarterly performance reviews with direct reports
- Ensure that all annual leave / absence is correctly managed in line with company policies.
- Work with all team members to ensure all behaviours are in line with Arcus Values
- Drive a professional culture within a client facing environment
- Take ownership of specific tasks on behalf of the wider team and support activities as required by Senior Management, including support for seasonal projects or client driven activities
- Celebrate success, recognising areas of strength, sharing best practice

KNOWLEDGE AND SKILLS

Experience

- Experience of supervising / line-management of an operations team, preferably within a Helpdesk/Customer Services environment
- Experience of Planning & Scheduling service delivery through engineers and sub-contractors, preferably within the FM industry
- Demonstrable evidence of influencing positive change within a Helpdesk/Customer Services environment
- Experience of using Computer Aided Facilities Management (CAFM) Systems, preferably TabsFM and/or Verisae

Knowledge

- Preferred knowledge of FM operations, including web-based CAFM applications
- Understanding of FM and support services, including Planned and Reactive maintenance
- Understanding and experience of Purchase Order and Invoice processes in sub-contract relationships

Skills Competence

- Excellent verbal communication skills and good telephone manner
- Accuracy & Precision in all written communication
- IT literate with experience of MS Office applications i.e. Word and Excel
- Excellent administration and time management skills
- Ability to manage and motivate staff through periods of change and delegate effectively
- Ability to work under pressure and meet tight deadlines
- Excellent communication– verbal & written, as well as body language
- Inspiring leadership – able to demonstrate influencing positive change & motivating others
- Time management– evidenced by appropriate prioritisation & effective delegation, as well as ability to meet tight deadlines / work under pressure
- Process management
- Performance management
- Problem solving / analytical capabilities, equating to decision making
- Relationship management - team working / collaborative

VALUES & BEHAVIOURS

- Driven
- Confident
- Decisive
- Use of Initiative
- Coaching Skills
- Innovative
- Influential
- Commercially aware
- Proactive - Seeks out opportunities for continual learning and self-development.
- Approachable
- Active listener
- Patient
- Professional
- Organised
- Judgement and decision making
- 'Can do' attitude and willingness to develop

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises