

## Role Definition

**Job title:** Facilities Helpdesk + Administrative Assistant  
**Reporting to:** Building Manager on a day to day basis and ultimately to the Head of Facilities

This role requires the post holder to use and maintain the facilities case management system and allocate work to the necessary teams as well as supporting with general administrative tasks. The post holder will need to have excellent prioritisation and planning skills as well as the ability to communicate to various stakeholders across the business.

## Responsibilities

- Answer, screen and transfer inbound phone calls emails, portal requests, to our help desk
- Distribute tasks from the help desk to the relevant facilities team
- Close tasks down after completion by the facilities team
- Co-ordinate office moves with PA/ secretarial teams
- General clerical duties including photocopying, fax and mailing
- Maintain electronic and hard copy filing system
- Retrieve documents from filing system
- Handle requests for information and data
- Resolve administrative problems and inquiries
- Schedule and coordinate appointments and travel arrangements for facilities move teams
- Open, sort and distribute incoming invoices
- Maintain office supply inventories
- Coordinate maintenance of office equipment
- Coordinate and maintain records for parking and petty cash

## Qualities & skills required

### Essential

- Able to demonstrate ability to undertake the above responsibilities
- Legally able to work in the country in which the position is based
- Excellent planning and organisational skills with experience of working under pressure
- Confident in a client facing environment, with good presentational skills and natural gravitas
- Excellent relationship development skills at all levels both internally and externally
- Excellent written and spoken English
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure while remaining calm and professional at all times
- Able to manage sensitive and sometimes confidential information
- Flexible attitude

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.