

Role Profile

Job Title:	Helpdesk Officer
Location:	Colindale
Directorate:	Growth
Department:	Estates – Building Services
Grade:	F
Salary Range:	£34,488 - £36,585
Reports to:	Compliance and Maintenance Manager

1. Job Purpose:

The Helpdesk Officer will act as the first point of contact for internal and external stakeholders, providing a professional client focused helpdesk service. The postholder will manage and coordinate the day-to-day operations of the building maintenance and reactive repairs helpdesk which supports the local authority’s managed estate.

The postholder logs, triages, and monitors requests, ensuring issues are passed to the correct teams, resolved within agreed timeframes and communicated clearly to all stakeholders. The role supports the smooth operation of building services, maintenance, and service delivery functions.

This role will support the efficient functioning of the local authority’s estate by handling maintenance requests, applying contracts, raising purchase orders and assisting with financial, auditing, procurement and governance tasks related to building services.

The officer will work closely with the Property Services team, other local authority teams, contractors, and external partners to maintain high standards of safety, compliance, and financial accountability.

2. Key accountabilities:

- 2.1. Act as the first point of contact for all building maintenance inquiries, ensuring that all requests are logged, prioritised, and assigned to the appropriate contractors.
- 2.2. Monitor and track the progress of open maintenance requests, ensuring timely resolution and effective communication with all stakeholders.
- 2.3. Provide regular updates to internal teams and building occupants regarding the status of maintenance work and any planned disruptions.
- 2.4. Maintain accurate records of all helpdesk requests and actions taken in the helpdesk management system.

3. Finance and Budget Management:

- 3.1. Assist in the preparation and monitoring of the reactive budget, ensuring that all financial activities align with approved spending limits.
- 3.2. Process purchase orders, invoices, and payment requests related to maintenance services and supplies, ensuring all financial documentation is accurate and processed in a timely manner.
- 3.3. Track and reconcile expenditure against budgeted allocations for maintenance services and supplies.
- 3.4. Provide financial reports related to maintenance activities, including cost tracking.

4. General Administrative Support:

- 4.1. Assist with scheduling regular maintenance inspections and preventative maintenance tasks.
- 4.2. Support the senior management team in preparing reports and presentations related to building maintenance performance and budget status.
- 4.3. Coordinate with other departments to ensure minimal disruption to building operations during maintenance activities.

5. Change and Improvement:

- 5.1. To be part of the team in such a way that brings about positive change and improvement.
- 5.2. Assist in the development and implementation of policy, systems, processes, performance criteria governance frameworks and procedures within area of responsibility to meet strategic / operational requirements, internal and external reporting requirements and ensure compliance with external legislation and regulations.

6. Financial Responsibilities:

- 6.1. To ensure that appropriate systems are in place to ensure financial probity, and to keep accurate records and provide management and monitoring information.
- 6.2. To ensure that all duties and responsibilities are performed in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Personnel Policies and Procedures etc.

7. Health and Safety Responsibilities

- 7.1. As an employee of the London Borough of Barnet, you are required to:
 - Abide by Barnet's health and safety policy and associated arrangements
 - Complete mandatory health and safety training
 - Follow safe systems of work and use devices/guards provided for safety.
 - Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
 - Report any Accident/Incidents/Hazards.

- Take care of your own and other's safety, health and wellbeing

8. Promotion of Corporate Values

8.1. To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

- Caring / Learning to Improve / Inclusive / Collaboration

9. Flexibility

9.1. In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

10. The Council's Commitment to Equality

10.1. To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Good standard of education to a minimum of A Level or equivalent professional experience	Essential	Application
Training or certification or equivalent professional experience in Concerto or similar helpdesk software	Essential	Application
Experience & Knowledge		
Experience within facilities management, building services, housing, or local government helpdesk role	Essential	Application
Excellent communication skills with both clients and customers - both verbal and written	Essential	Interview
A good problem solver who also possesses good organisational and administration skills	Essential	Interview
Previous experience of all Microsoft applications including Excel and other software systems.	Essential	Application
Ability to establish positive working relationships and to work closely with elected members, chief officers, council staff, external agencies, community groups and individuals.	Essential	Interview
Political sensitivity and commitment to maintain professional and ethical standards.	Essential	Interview
Good level of professional report writing and presentation skills, ensuring a high level of accuracy and attention to detail.	Essential	Interview

Experience working with contractors and technical teams	Essential	Interview
Ability to work under own initiative and work as part as a team and individually.	Essential	Interview
Skill & Ability		
Strong organisational and time management skills	Essential	Interview
Ability to multitask under pressure	Essential	Interview
High attention to detail and accuracy	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active	Essential	Application/Interview

role to ensure they are implemented and integrated in everything I do.		
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview