

Title of Position:	Help Desk Administrator - Maintenance
Based at:	Central London – Office Based
Reporting to:	Contracts Supervisor / Manager
Direct Report(s)	Not Applicable
Working Relationships:	Colleagues, Clients & Suppliers
Job Summary:	To ensure all processes and procedures are carried out effectively and correctly as per contract requirements.

About Us

Established in 1759, Sykes & Son Limited is the UK's oldest independent building contractor. Trading for over 260 years, Sykes has evolved from a small specialist contractor – a glazier, plumber, decorator, and small builder – into a medium sized, multi-discipline contractor with an annual turnover of £30m.

The company has three main workstreams: Building, Mechanical & Electrical and Maintenance. This diversity of self-delivered services allows us to offer a “one stop shop” solution to our clients. Furthermore, we have the flexibility to carry out minor works through to multi-million-pound projects.

We are incredibly proud of the part that we have played in restoring, building, refurbishing, and maintaining our capital's heritage over the years. From royal palaces to world renowned museums, galleries, and universities, we continue to forge long-term working relationships at London's finest buildings.

Key Responsibilities and Accountabilities

- Provide administration support for the Contracts Managers.
- Schedule reactive and help desk call outs.
- Maintain records and spread sheets in accordance with clients' requirements.
- Maintain holiday and absent records for planning purposes.
- General administrative tasks.
- Creating and maintaining asset registers on CAFM system.
- Create and maintain excel spread sheets.
- Completion, management and administration of all financial records including invoices, credits, interims, final accounts and VAT as per requirements for each project.
- Complete financial processes for specific contracts as required.
- Produce financial spreadsheet as required by the company or the client.
- Collation and preparation of figures for client meetings.

Competencies	Level 1 – not required 2 – rarely required 3 – sometimes required 4 – required most of the time 5 – required all the time				
	Technical	1	2	3	4
Communication/Teamwork	1	2	3	4	5
Communication/External Awareness	1	2	3	4	5
Teamwork	1	2	3	4	5
Resource Management	1	2	3	4	5

Personal Attributes/Aptitudes and Skills	Essential	Desirable
Education needed for this role	- No Specific Qualification	
Training needed for this role	- Good general level of education	
Experience needed for this role	- Minimum two years' experience in a similar role	- Experience in Maintenance or Facilities Maintenance
Personal attributes needed for this role	- Organised - Punctual - Clearly Spoken - Assertive/Confident	
Aptitude needed for this role	- Excellent literacy and numeracy skills	
Skills needed for this role	- Excel - Word - Outlook - Internet	- PowerPoint - CAFM Software

Benefits

- Life Assurance
- 25 days annual leave plus bank holidays
- People's Pension Scheme (EE 5%, ER 3%)
- Cycle to Work Scheme
- Access To Mental Health First Aider
- Refer a Friend to Work Scheme
- Discretionary Bonus
- Professional Development
- Occupational Health Support
- Employee Assistance Program

If interested, please email your CV to careers@sykes1759.co.uk