

Sykes & Son Ltd

Job Description and Person Specification

IMS Reference	
Job Title	Help Desk Administrator Maintenance
Based at	Head Office
Reporting to	Contracts Supervisor / Manager,
Direct Report(s)	None
Working Relationships	Colleagues, clients, suppliers
Job Summary	To ensure all processes and procedures are carried out effectively and correctly as per contract requirements.

Key responsibilities and accountabilities:

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

Competencies

Competence	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	5
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/Aptitude/Skills

Personal attributes/aptitude and skills	Essential	Desirable
Qualifications	➤ No specific qualification	
Education needed for this role	➤ Good general level of education	
Training needed for this role	➤ IT Training	
Experience needed for this role	➤ Minimum 2 years experience in a similar administration role.	➤ Experience in Maintenance or Facilities Maintenance.
Personal attributes needed for this role	<ul style="list-style-type: none"> ➤ Organised ➤ Punctual ➤ Clearly spoken ➤ Assertive/Confident 	
Aptitude needed for this role	➤ Excellent literacy and numeracy skills.	
Skills needed for this role	<ul style="list-style-type: none"> ➤ Excel ➤ Word ➤ Internet ➤ Outlook 	<ul style="list-style-type: none"> ➤ PowerPoint ➤ CAFM software

Managing Director: _____

Date:

Review Date: