

JOB DESCRIPTION

Job Title: Administration and Helpdesk Assistants - Works Business Management
(2 vacancies)

Department: Works Department

Reports to: Hard Services Manager

Purpose of role:

The Administration & Helpdesk role provides comprehensive administrative, secretarial, and operational support to the Director of Works, Capital Projects Manager, Soft Services Manager and the Hard Services Manager. Acting as the first point of contact for all work requests, the role ensures efficient coordination of maintenance activities, contractor visits, and departmental communications. This position plays a vital role in supporting both facilities management and construction operations, contributing to the smooth running of the department and ensuring high standards of service delivery across the College.

We have two positions available for this role.

Key accountabilities:

- To provide a full administration support to the management of reactive and planned maintenance, making significant use of the in-house Computer-aided Facilities Management (CAFM) system called TAB's.
- To support the development of the CAFM system to be the central hub for the management and recording of all reactive, planned and statutory maintenance for the whole portfolio.
- To work closely with the 6 trade supervisors supporting their work in the direction and prioritisation of the teams under their leadership.
- To provide leadership on behalf of work in the management of the Salto locking system and Booker (room booking software) in the management of the works teams requiring access for day-to-day maintenance, management of security and battery changes.
- Act as the first point of contact for all Works Requests via phone, email, and internal systems. Assess and delegate tasks based on priority, skill set, and location. Update requestors on progress and completion.
- Provide full and confidential administrative assistance to the Hard Facilities Manager, Soft Facilities Manager, supporting the Works team with general administration, including diary management, meeting coordination, minute-taking, and database upkeep.
- Arrange and coordinate contractor visits for planned and reactive maintenance. Greet contractors and suppliers, issue permits, passes, and keys, and ensure swift deployment.
- Send communications to occupants regarding planned works, office/residential moves, and compliance testing (e.g., Emergency Light Testing, PAT). Maintain legal records and test results.
- Support the development of a works filing system using SharePoint and TABS for the management of operational and project delivery.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

Person Specification

Skills & Experience:

- Previous experience in a fast paced, multi-functional administrative role .
- Customer service or helpdesk experience.
- Proficiency in Microsoft Office and data entry.
- Awareness of health & safety and compliance, ideally in a facilities context.
- Understanding of health & safety and maintenance workflows (desirable).
- Familiarity with facilities management software or other internal work order systems (desirable).
- Knowledge of planned preventative maintenance (PPM) and reactive maintenance workflows (desirable).
- Facilities or construction management background (desirable).

Personal Attributes:

- Interest in facilities or construction management.
- Ability to prioritise tasks and manage competing demands.
- Strong communication and organisational skills.
- Proactive, professional and solution-focused attitude.
- Flexible and adaptable to changing priorities.
- Willingness to undertake training and development.
- Able to work independently and collaboratively.

EMPLOYMENT DETAILS

Rate of Pay:	Up to £32,000 per annum.
Hours:	39 hours per week. Mon-Thurs 8am-5pm Fri 8am-4pm.
Holiday:	25 working days plus 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period.
Probationary Period:	Six months.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Employee Assistance:	The Employee Assistance Programme is a free and confidential telephone and web-based information and support service providing staff with access to caring and professional consultants and counsellors.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Access to College:	The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.
Private Health Care:	The College provides private health care and membership of a dental care scheme. Staff can join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.
Cycle to Work Scheme:	There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it. Staff can apply for this scheme after successful completion of their probationary period. Maximum limits apply.
College Punts:	Use of College punts at a subsidised rate.