

Job Overview:

Helpdesk Coordinator

Job Title: Helpdesk Coordinator	Location: King's Cross, London	Company: Gratte Brothers Building Services Maintenance (GBBSM)
Reporting to: Helpdesk Manager		

Job Purpose:

The primary purpose of this role is to oversee the day-to-day operations of the helpdesk, acting as the first point of contact for customer inquiries and providing effective communication between customers, internal teams, and external suppliers or engineers. This includes logging and scheduling reactive call-outs, supporting both reactive and planned preventative maintenance (PPM) reporting, and assisting the PPM Coordinator as needed. Additionally, the role involves Riskwise reporting, ensuring timely updates on helpdesk queries, maintaining and improving helpdesk standards, and supporting the contract management team with operational tasks such as raising purchase orders and managing call-out activities.

Key Areas of Responsibility:

- Day-to-day helpdesk delivery.
- First point of contact for customer helpdesk.
- Main liaison with our customer base, and with internal and external suppliers/engineers for updates.
- Riskwise reporting.
- Support with reactive & internal PPM reporting.
- Assist the PPM Coordinator on an ad hoc basis.
- Maintain standards for helpdesk and seek opportunities for improvement of processes.
- Ensure helpdesk updates and queries are reported in a timely manner.
- Support contract management team.
- Report & control on day-to-day reactive and planned call outs.
- Logging & scheduling of reactive call outs.
- Day-to-day communications with the contract managers.
- Raising PO instructions.

This is a broad overview of the position and does not encompass all aspects of the role. Gratte Brothers are an equal opportunities employer and welcome applications from all.

Knowledge & Experience:

- 5 years' experience in a similar field.
- Basic understanding of contracts.

Attributes & Skills:

- To be able to work alone or as part of a team in ensuring helpdesk delivery is undertaken.
- Good communication skills.
- IT proficient, particularly with MSFT Office (inc. Excel & Word).