

Place, Communities and Enterprise

Facilities Management

Property Helpdesk Supervisor

Job Description and Person Specification

October 2025

Job Description

Job Title:	Property Helpdesk Supervisor
Service Area:	Facilities Management
Function:	
Team:	
Post number:	
Grade:	LBR07
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/ 52.14 weeks
Base location:	Town Hall/ Lynton House
Reports to: <i>Job title</i>	Head of Facilities Management
Responsible for: <i>Job titles of direct reports</i>	Supervision of: 2 x Help Desk Support Officers
Role purpose and role dimensions: <i>Overview of the job</i>	To lead and supervise the Property Services Helpdesk team, ensuring the efficient and effective handling of all facilities-related requests, work orders, invoicing and communications. The role is responsible for maintaining high levels of customer service, ensuring compliance with service level agreements (SLAs), and supporting the wider facilities team in delivering a safe, functional, and well-maintained environment.
Key external contacts: <i>Organisations</i>	Councillors, Residents, all relevant external agencies including Central Government Departments and Officers in other Local Authorities.
Key internal contacts: <i>Job titles or groups of staff</i>	Corporate Directors, Operational Directors, Heads of Departments, Members, all relevant Directorates, Teams and Units.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	- Responsible for the placing of individual orders up to a value of £1,000, within an annual budget of £1.1M for the Corporate Estate and £1M for schools - Responsible for the monitoring & review of works at a range of values - Oversee the processing of invoices related to facilities services, ensuring accuracy, appropriate coding, and timely submission to finance. - Reconcile contractor invoices against completed works and purchase orders, resolving discrepancies where necessary. - Maintain accurate records of all financial transactions related to helpdesk activities.

Key areas for decision making:	• Use Technical Knowledge to diagnose and address issues • Responses to any issues raised and recourse to formal escalation • Day to day supervision of Helpdesk Support Officers including workflow management. • Day to day considerations of issues as they arise, exercising judgement over which matters to escalate to others
Other considerations: <i>E.g. working patterns</i>	• To attend and participate positively in team and other meetings as required with a view to promoting the development of an integrated response to client's needs, concentrating on the delivery of an efficient and effective service. • To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time.

Key accountabilities and result areas:	Key elements:
Service Development	This will involve: • Review and supervise the work of Business Support Officers. • Support effective engagement with building users so that any issues are identified and addressed at the earliest possible opportunity. • Compilation, preparation, processing and production of statistical information and management reports • To use own initiative and take administrative / technical action within guidelines provided by the Heads of Service • To respond, manage and resolve enquiries and problems, when appropriate, in order to provide an effective service and clear advice to colleagues and callers. • To deliver a range of analytical support to senior officers in the service area; ensure systems or processes are maintained to an agreed standard or specification and to maximise service quality and continuity. • To ensure that confidentiality and discretion is maintained at all times. • To Manage and maintain records using databases and spreadsheet applications. • To manage financial, and/or stock records, and review data to contribute to resource planning. • Oversee the administration of financial activities including payments, orders or monitoring. • Maintenance of websites (intranet and internet) where required to ensure information is up to date. • To assist in the preparation, and provide commentary, of management information reports. • Building and maintaining an awareness of current legislation and professional practice of relevant specialist area. • Support the mobilisation of new contracts or services as required. • Train, support, and develop helpdesk staff, conducting regular one-to-ones and performance reviews
Property services Desk, Facilities and Building Management	• Supervise the day-to-day operations of the FM Helpdesk, ensuring timely and accurate logging, allocation, and closure of requests. • Monitor and manage performance against SLAs and KPIs, producing regular reports for senior management • Ensure the CAFM (CIVICA) system is used effectively and data is accurate and up to date. • Evaluate and determine action on emergency repairs, using technical knowledge and experience. • Responsible for the provision of data relating to reactive and planned works to aid Technical Officer. • Support efforts to put in place appropriate processes in relation to statutory and regulatory compliance i.e asbestos, legionella etc. • Ensure all works are logged on the appropriate system to support the development of a data driven culture to building management • Assist with the development of the CAFM system (CIVICA) to ensure the reporting functionality is fit for purpose
General accountabilities and responsibilities	

Green Statement	This will involve: Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: - Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. - Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. - Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults where applicable. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: - Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services. - Support the resolution of issues and complaints - Ensure strong and effective networks with partners and officers at all levels, both within and outside the Council - To ensure effective communications between the Directors' Office and other officers in the Service Area and across the Council.
Health and Safety	This will involve: Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.

Person Specification

Job Title:	Property Help Desk Supervisor		
<i>Method of candidate assessment: A = Application form, I = Interview/ Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ educational ability:	Certificates of higher education; NVQ level 4; HND; BTEC Professional; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A - I	3
Minimum experience/ knowledge/ skills:	Demonstrable knowledge gained of relevant specialist area.	A - I	3
	Effective IT skills – ability to use MS Office (or similar) systems to produce documents, presentations, reports etc. and to input, retrieve and analyse data from IT systems.	A - I	3
	Experience of liaising and working effectively with colleagues across service areas & partner organisations	A - I	3
Minimum competencies: Customer service	Ability to be flexible and respond to customer needs.	A - I	3
Communicating and influencing others	Ability to communicate orally and in writing in a manner, which is clear, fluent, jargon-free and readily understood by the recipients.	A - I	3
	Ability to promote and give a positive image of the team, the service area and the council.	A - I	2
	Establish and maintain constructive and open relationships with a wide range of people, achieving positive shared outcomes and sharing feedback.	A - I	3
Working Together	Ability to engage constructively with and deal with a wide range of people in person and by telephone including Members, senior officers, members of the public and people from other organisations.	A - I	3
	Able to look for ways to collaborate with or support other areas of the authority.	A - I	3
Driving Improvement	Ability to manage time, work to deadlines and prioritise work in an effective and productive manner.	A - I	3
	Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.	A - I	3
	Able to use own initiative and work with limited supervision while understanding the need to consult with line manager on occasions.	A - I	3
	Takes responsibility, is pro-active	A - I	3
	Ability to handle confidential and/or sensitive information with appropriate discretion.	A - I	3
	Adaptable and receptive to new ideas and able to adjust to new work priorities and demands.	A - I	3
		A - I	3

Analysis and Judgement	• High attention to detail and accuracy, particularly in financial data handling	A - 1	3
	• Ability to seek out relevant information for effective problem solving and decision-making, consulting with others as necessary.	A - 1	3
	• Draws sound inferences from information available, makes use of logic and creates/contributes to imaginative solutions.	A - I	3
	• Ability to make, realistic and sound decisions based on all the facts and alternatives available	A - I	3
Personal Effectiveness and Self-Development	• Takes responsibility for own development, actively pursuing learning and development opportunities.	A - I	3
<i>For those with managerial responsibility</i> Leadership	• Ability to supervise staff	A - I	3