Job title: Helpdesk Supervisor

Line manager: Facilities Operations Manager

Grade *(if applicable):*

Direct reports: Helpdesk Coordinator

Role purpose:

The Facilities Helpdesk Supervisor is responsible for leading the day-to-day operation of the Facilities Helpdesk, ensuring service requests and incidents are managed effectively, and that reactive and planned works are delivered in line with agreed service levels. Acting as the primary point of escalation for complex issues, the role provides oversight and direction to ensure works are progressed effectively whilst maintaining high standards of customer service and communication.

The Facilities Helpdesk serves as the central coordination point between customers, stakeholders, Facilities colleagues and contractors. The postholder is responsible for overseeing this function, providing guidance and support to Helpdesk Coordinators in managing communications, stakeholder expectations and challenging situations with professionalism, consistency and sound judgement.

The role requires strong problem-solving skills, with the ability to identify practical solutions where standard processes may not provide a clear route to resolution, balancing operational requirements with customer needs to achieve successful outcomes.

The Facilities Helpdesk Supervisor is also responsible for the administration, maintenance and continuous improvement of the CAFM system, promoting effective system governance, data quality and reporting capability through appropriate controls, data validation measures and user coaching. The postholder will support future system developments and enhancements to ensure facilities technology continues to meet evolving business and operational needs.

Key results:

Helpdesk service delivery & leadership

- Lead the day-to-day operation of the Facilities Helpdesk, ensuring service requests and incidents are managed, monitored and escalated effectively in support of agreed service levels.
- Provide oversight and direction to Helpdesk activities, ensuring work is prioritised appropriately and progressed efficiently.
- Act as the primary escalation point for complex, sensitive or high-priority issues.
- Promote a culture of customer service excellence, accountability, problem-solving and continuous improvement within the Helpdesk function.
- Provide guidance and support to team members in managing stakeholder communications, customer expectations and challenging situations.

Stakeholder & contractor management

- Develop and maintain effective working relationships with customers, stakeholders, contractors and service providers.
- Ensure clear, timely and audience-appropriate communication is maintained throughout the lifecycle of service requests.
- Support the resolution of customer complaints and service-related concerns, ensuring issues are investigated and managed appropriately.
- Monitor contractor performance, challenging service failures and escalating concerns where required.

CAFM system administration & development

- Act as System Administrator for the CAFM system, or equivalent workplace and facilities management platform.
- Maintain system configuration, user access, workflows and operational settings to support business requirements.

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- Identify and implement opportunities to improve system functionality, automation, efficiency and user experience.
- Support the development, enhancement or replacement of workplace and facilities management systems, contributing to requirements gathering, testing, implementation and user adoption where required.

Data quality, reporting & analysis

- Establish and maintain effective data governance, validation controls and system standards to support accurate and reliable Facilities data.
- Promote consistent and accurate data capture through user support, training and coaching, reinforcing the importance of data quality in reporting, analysis and decision-making.
- Produce and maintain operational performance reporting, ensuring information is accurate, meaningful and delivered in a timely manner.
- Analyse operational, service and customer data to identify trends, risks and opportunities, providing insight that supports resource planning, service improvement, operational decision-making and long-term Facilities strategies.

Continuous improvement & operational support

- Review and develop Helpdesk processes, procedures and working practices to improve operational effectiveness and customer experience.
- Support Workplace and Facilities Management projects and initiatives as required.
- Contribute to business continuity and resilience planning activities.
- Identify opportunities to improve service delivery, operational performance and stakeholder experience.
- Undertake additional duties commensurate with the level of the role, supporting wider Workplace and Facilities Management objectives as required.

Success metrics:

- Helpdesk service requests and incidents are effectively monitored, managed and escalated, with risks to service delivery identified and communicated appropriately.
- Customers, stakeholders, contractors and colleagues receive timely, accurate and professional communication, resulting in positive working relationships and effective expectation management.
- Complex issues, escalations and complaints are managed effectively, with appropriate resolution paths identified and progressed.
- CAFM system data is maintained to a high standard of accuracy, consistency and integrity, ensuring confidence in operational information and supporting effective decision-making.
- Meaningful reporting and analysis providing visibility of service performance, trends, risks and opportunities, enabling informed action and continuous improvement.
- CAFM system administration, governance and user adoption support effective service delivery and evolving business requirements.
- Opportunities to improve processes, system functionality and customer experience are identified and implemented where appropriate.
- Helpdesk users and colleagues are supported through effective guidance, coaching and knowledge sharing, promoting consistent service standards, effective system utilisation and accurate data capture.
- Positive working relationships are maintained across Workplace and Facilities Management, contractors and key stakeholders.

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About you:

You will be:

- A service-focused leader who understands the impact Facilities services have on people and the wider business.
- An effective supervisor who can develop and support a small team whilst maintaining accountability for overall service delivery.
- Resourceful and solutions-focused, able to identify practical outcomes and alternative approaches when faced with competing priorities, limited resources or operational constraints.
- A strong communicator who can engage confidently with stakeholders, contractors and customers at all levels.
- Able to explain processes clearly, influence others and build positive working relationships across a diverse stakeholder group.
- Naturally curious and interested in understanding not only what is happening, but why.
- Analytically minded, with a natural interest in understanding trends, identifying root causes and using information to support decision-making.
- Comfortable interpreting information from multiple sources and translating it into practical actions and service improvements.
- Committed to data quality, recognising the value of accurate information in supporting reporting, analysis and operational outcomes.
- Proactive and self-motivated, able to work independently, take ownership of issues and drive them through to resolution.
- Resilient and adaptable, capable of balancing competing priorities whilst maintaining service standards.
- Hands-on and operationally aware, willing to step into the day-to-day service when required.

You will have:

- Experience working within a ticket-based, case management or request-driven environment, where activities are monitored, prioritised and progressed through defined workflows.
- Strong organisational skills, with the ability to manage competing priorities and maintain high standards within a busy operational environment.
- The confidence and aptitude to learn, administer and improve business systems, with the ability to use data and insight to support service delivery, performance monitoring and decision-making.
- Strong digital and IT skills, with the confidence to learn and utilise new technologies, and proficiency in Microsoft Office applications, particularly Excel.
- A demonstrated ability to understand how systems, processes and user behaviour influence data quality, reporting accuracy and operational performance.
- The ability to analyse information, identify trends and solve problems in a practical and logical way.
- Experience, or the transferable skills required, to coordinate activities across multiple teams, suppliers or service providers.
- A proactive approach to continuous improvement, with the motivation to challenge existing processes and identify better ways of working.

Desirable

- Experience working within a helpdesk, service desk, customer support or facilities environment.
- Experience with CAFM, CRM, ticketing or other workflow management systems.
- Experience producing reports or working with operational performance data.
- Knowledge of Facilities Management services and associated compliance requirement

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