

Waterstones

Job Title	Facilities Management Service Desk Advisor
Reports to	Facillities Management Service Desk Supervisor
Purpose	<p>To be the first point of contact for all Maintenance and H&S issues coming in from across the Waterstones estate.</p> <p>To provide an efficient end-to-end administrative service to ensure tasks are fully completed and closed in line with the needs of the maintenance team and wider business.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Ensure all calls are logged and sufficient notes are added to the central maintenance system • Liaise with third parties and internal stakeholders to monitor to completion all repairs / works logged • Provide a first line service via telephone and email to the business for all general enquiries coming through to the desk • Provide support to the FM Service Desk Supervisor, H&S and Project management team as required • Provide administrative support for projects • Create reports from dashboards focusing on energy consumption and wastage • Oversee and manage the electricity meter upgrades, communicating with shop teams and meter suppliers on timelines. • Ensure internal customers are kept upto date with progress on any given repair / task logged • Instruct/ coordinate contractors, suppliers and internal stakeholders to ensure all jobs are completed on time and to a high standard. • As necessary escalate complaints appropriately • Identify trends and opportunities and use embedded processes to feed them up the chain on a daily and weekly basis • Help to identify areas of improvement and best practice. • Carry out other tasks as directed by line manager
Experience and Qualifications	<ul style="list-style-type: none"> • Experience liasing with third party suppliers • A general understanding of building maintenance and H&S • Proficient in Microsoft Office packages, including Word, Excel, PowerPoint & Outlook

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	<ul style="list-style-type: none">• Confident and comfortable using and interpreting numerical data.• Demonstrable experience working with databases• Good accuracy and attention to detail• Use to using your own intitaitve but also asking for assistance when needed.
Person Profile	Excellent organisation skills Excellent communcator at all levels via email, telephone and face to face Customer service driven Team player Multitasker Calm and professionanl in approach
Direct reports	None