Job Overview:

Helpdesk Service Coordinator

Job Title: Helpdesk Service Coordinator	**Location:** King's Cross, London	**Company:** Gratte Brothers | Security Systems & Software
Reporting to: Helpdesk Supervisor		

Job Purpose:

As a Helpdesk Service Coordinator, you will provide full support to your stakeholders by supporting all aspects of our service delivery requirements, and by building strong working relationships with clients, suppliers and engineers. You will be confident in managing a diverse workload and seek to build knowledge and understanding of individual site/contract requirements. You will build strong working relationships with stakeholders, manage a varied workload and develop a thorough understanding of individual contracts and site requirements.

Working Hours:

- Monday to Thursday: 8:30am – 5:00pm
- Friday: 8:30am – 4:00pm
- Full-time, 40 hours per week.

Key Areas of Responsibility:

Helpdesk & Customer Support

- Provide day-to-day support across the Helpdesk and Contract Administration functions.
- Act as the first point of contact for clients, engineers, suppliers and Contract Managers via telephone and email.
- Respond promptly to enquiries, ensuring requests are managed through to resolution.
- Build and maintain positive working relationships with clients, suppliers and internal stakeholders.

Service Coordination

- Coordinate planned preventative maintenance (PPM) and reactive maintenance activities across the contract portfolio.
- Schedule reactive works and assign engineers or subcontractors as required.
- Monitor the progress of reactive works, quoted works and outstanding callouts, providing regular updates to clients and Contract Managers.
- Raise purchase orders and coordinate subcontractor attendance where required.
- Ensure all service activities are accurately recorded and maintained within company systems.

Administration & Reporting

- Prepare monthly operational and contract reports, including RiskWise reporting where required.
- Assist with the preparation and maintenance of contract documentation and site folders.
- Provide general administrative support, including managing departmental absence records, timesheets, filing and document archiving.
- Support the Contract Management team with day-to-day administrative and operational activities.

Team Support

- Provide cover across Helpdesk and Contract Administration functions during periods of absence or increased workload.
- Work collaboratively with colleagues to ensure consistent service delivery across the department.
- Undertake any other reasonable duties appropriate to the role.

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:

The successful candidate will have:

- Previous experience in a Helpdesk, Service Desk, Contract Administration or Service Coordination role is desirable.
- Experience coordinating planned preventative maintenance (PPM) and reactive maintenance activities.
- An understanding of service delivery within a building services, facilities management or engineering environment.
- Experience producing operational or contract reports.
- Confidence working with multiple stakeholders and managing competing priorities.
- Good working knowledge of Microsoft Office, particularly Excel, Word and Outlook.

Attributes & Skills:

We're looking for someone who demonstrates:

- Excellent organisational and time management skills.
- Strong communication and customer service skills.
- A proactive and solutions-focused approach to problem-solving.
- High levels of accuracy and attention to detail.
- The ability to prioritise a varied workload in a fast-paced environment.
- Confidence working independently and collaboratively within a team.
- Strong relationship-building skills with clients, suppliers and colleagues.
- A flexible approach and willingness to support wider business requirements.

Qualifications:

- 5 years' experience in a similar field.
- Basic contract understanding.
- IT skills including competency in MSFT Excel and Word.
- Strong communication skills.