

## Job Overview:

### Service Desk Coordinator

<b>Job Title:</b> Service Desk Coordinator	<b>Location:</b> King's Cross, London	<b>Company:</b> Gratte Brothers   Building Services Maintenance (GBBSM)
<b>Reporting to:</b> Business Support Manager		

#### Job Purpose:

As a Service Helpdesk Coordinator, you will play a vital role in ensuring the smooth delivery of our service operations. Acting as the central point of contact for clients, suppliers, and engineers, you'll provide outstanding support across all aspects of service delivery while building strong, professional relationships. This role is perfect for someone who enjoys problem-solving, thrives in a fast-paced environment, and takes pride in delivering excellent customer service.

- Full-time, 37.5 hours per week
- Core hours: 8:30 am – 5:00 pm, Monday to Friday
- Involves balancing responsibilities across contract administration and helpdesk coordination

#### Key Areas of Responsibility:

- Act as the first point of contact via phone and email for clients, engineers, and contract managers.
- Provide day-to-day support for the Service Desk, ensuring smooth operations and timely responses to queries.
- Coordinate PPM (Planned Preventive Maintenance) operations – booking subcontractors, managing schedules, and maintaining accurate records.
- Monitor and update progress on reactive works, callouts, and quotations to ensure deadlines are met.
- Liaise with internal teams, suppliers, and external contractors to track, chase, and resolve outstanding issues.
- Prepare and submit monthly reports and assist with risk reporting.
- Support the contract management team with administrative tasks and project delivery.
- Prepare site folders and maintain accurate documentation.
- Provide cover and manage activities during staff absences.

*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:**

- Demonstrated experience in helpdesk or contract administration roles.
- Strong ability to monitor service delivery standards and follow up on outstanding queries.
- Proven experience maintaining excellent communication with suppliers and customers.
- Previous involvement in supporting contract management teams is highly desirable.

#### **Attributes & Skills:**

- Excellent communication skills with the ability to engage confidently with stakeholders at all levels.
- Strong time-management skills to balance multiple priorities and meet deadlines.
- Ability to work independently as well as part of a collaborative team.
- Strong attention to detail with good reporting and administrative skills.
- Competence in managing PPM scheduling, reactive works, and call logging.
- Proficiency in raising purchase orders and supporting monthly/contract reporting.
- Strong IT skills, particularly in Microsoft Office (Excel, Word, Outlook).

#### **Qualifications:**

- Minimum of 5 years' experience in a similar helpdesk, coordination, or service administration role.
- Solid understanding of contract management processes.
- Confident with IT systems and reporting tools.
- Exceptional communication and interpersonal skills.