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| **Job Title** | Helpdesk & Office Support Assistant |
| **Reports to** | Buildings & Facilities Director |

**Job Purpose**

To assist with the daily administrative function and support of departmental activities. The Buildings Department are responsible for maintaining all of the College buildings and grounds across the estate and this particular role is instrumental as the conduit between the department and wider College network of staff.

**Key Tasks and Responsibilities**

* Act as a first point of contact for the department navigating enquiries to the correct support function within the Buildings Department. Answering telephone calls and responding to enquiries relating to the work of the department, escalating where appropriate to colleagues within the Department where support will be given.
* Liaising with members of staff, both in the department and the wider college community by telephone, email or in person.
* Monitoring the PINKs system – our internal reactive maintenance ticketing system which issues job cards to directly employed tradespeople and approved contractors.
* Raising repair instructions on the PINKs system when required to do so and guiding other members of staff when needed.
* Providing administrative support to the Health & Safety Officers, including support on their College wide training programme, including maintaining oversight records and sending due reminders.
* Scanning documents and filing electronically adhering to advised systems.
* Filing hard copy documents.
* Recording incoming documents, adding dates and/or comments to systems if necessary.
* Raising Purchase Orders (training provided) and making purchases of white goods and other furnishings
* Printing and collating documents when required
* Assist with the scheduling of visitors and arranging access to properties where necessary
* Electronic and hard copy archiving of project and maintenance information
* Taking and retrieving departmental post to the School Office on a daily basis following School Office procedures.
* Supporting the Department on its IT systems including its Computer Aided Facilities Management system (CAFM) a variety of other in-house systems and processes
* Undertake any in house training relevant to the post or in line with current health and safety, safeguarding guidelines
* Undertake such additional duties or projects as required to enable the smooth running of the Department and to support its variety of projects
* Commitment to and promotion of equality, diversity and inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2022 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including but not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* Positive ‘can-do’ attitude
* Flexible approach to work
* The ability to maintain confidentiality and professionalism at all times
* Ability to work well as part of a team
* Confident communicator liaising with a wide variety of people
* Excellent written and verbal communication skills
* Proficient in IT , particularly Microsoft Word, Excel and Outlook etc
* Good customer service skills
* Demonstrable accuracy and attention to detail

**Working Pattern**

**Hours of work:** The post holder would be expected to work 35 hours per week Monday to Friday between the hours of 9.00am and 5.00pm with 1 hour unpaid lunch break.

**Holiday:** 21 days’ paid holiday per annum, plus Bank Holidays which are also paid. When a Bank Holiday falls during School term you may be requested to work on that day; if this is the case a day off in lieu will be given at another time.

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.