



Financial  
**Ombudsman**  
Service

## **maintenance and helpdesk assistant**

**reporting to** – facilities manager

**working hours** – full time is 35 hours a week. You'll agree your working pattern with your manager.

### **the purpose of your role**

As a maintenance and helpdesk assistant you'll carry out tasks and maintenance repair works that have been reported to our facilities team through the facilities helpdesk. You will be setting up meeting rooms, moving desks and changing toners – you'll complete a variety of daily maintenance requests.

You'll be carrying out floor walks to make sure they are safe and clean for our colleagues to use, reporting any findings - being pro-active is extremely important as we want to put things right before it becomes an issue. You'll also work closely with our health and safety manager making sure DSE assessments are carried out within a reasonable time and that any specialist equipment needed is provided.

Our support teams are crucial in making our service run like clockwork, so you'll be very hands on – our “go to” person with the willingness and flexibility to assist where possible. With your excellent customer service skills, you'll help to achieve results – not just in terms of the number of jobs you do, but in quality terms too. You'll need to help identify where things can be improved and how best you can work together as a team to provide a great service.

### **how we'll measure your success**

- meeting your objectives, which you'll agree with your manager
- your contribution to meeting or exceeding your team's objectives and our commitments – delivering great service, living our values and sorting out problems quickly and efficiently
- how you've prioritised and managed your workload and worked as a team
- feedback from colleagues, and your manager – including checks on your work
- how you've demonstrated the behaviours we expect of everyone every day

### **you're accountable for...**

#### ***our customers - our people - our reach - our service***

- looking after the facilities helpdesk system – dealing with any issues raised, liaising with the manager and senior if required for advice, prioritising requests from the helpdesk, emails and telephone calls, and ensuring they're dealt with quickly and appropriately
- completing a range of maintenance tasks such as setting up meeting rooms and desk moves – supporting the building & contracts manager to help deliver a smooth transition

- carrying out preventative maintenance checks and small building works – working with the facilities manager, building and contracts manager, and our health and safety manager to ensure our properties are safely maintained and in good working order
- undertaking plumbing, heating and basic repair works appropriate to the level of experience
- engaging with external contractors to ensure works are carried out to ensure we have a safe working environment
- attending daily and monthly huddles with the team to discuss what's going on and share information, including new processes and knowledge
- inspecting and recording our equipment on a regular basis and being responsible for working with tools, ladders and maintenance supplies , maintaining a high standard of cleanliness
- carry out building walks ensuring everything is where it should be - subsequently prioritising and liaising with the senior assistant to resolve any issues
- reporting any unfinished work and escalating any concerns related to maintenance incidents
- assisting with building projects and refurbishments as and when required
- completing spot checks for potential fire, trip or other hazards and highlighting any areas for improvement to ensure our environment remains clean, safe and sustainable
- working alongside our health and safety manager to ensure we're all working safely including completing display screen equipment (DSE) risk assessments and issuing specialist equipment or furniture if necessary
- planning with flexibility in a busy team where priorities can and will change – providing cover for the unexpected, while caring about the resources you use
- getting to the heart of the issue by listening carefully and using your knowledge to work out what's really going on, resolving things in the moment wherever possible
- supporting our environmental agenda by leading by example to others across the wider organisation
- delivering a fair and efficient service that reflects the diversity of our customers and our people
- taking personal responsibility for delivering on your team's objectives in line with our values – and working collectively to contribute to the commitments we've made as an organisation, helping our service to remain relevant and accessible

### **your experience includes...**

- building maintenance including manual handling, heating controls and basic plumbing
- having a good knowledge and understanding of buildings including health and safety
- working in a fast paced and customer facing role
- planning your workload – responding quickly to urgent situations and adapting as things change, reprioritising as necessary
- grasping information, thinking clearly and resolving things quickly and fairly

- being a “fixer” – you’ll be very practical and able to think outside the box
- building relationships with, and influencing, colleagues
- communicating in a straightforward and approachable way with people at all levels, showing that you understand their situation and how it affects them
- being receptive to coaching and feedback, to continually drive improvements
- being pragmatic, resilient and motivated to do the right thing at the right time
- ideally being certified by the Institute of Occupational Safety and Health (IOSH)

## **we are the ombudsman ...**

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we’re proud to:

### **make fair decisions that *feel*/fair**

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

### **put people first**

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone’s different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it’s vital we stay relevant and accessible

### **make things better**

- we’re proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don’t feel fair
- we’re flexible and resilient – adapting quickly to change and keeping up the momentum

### **provide value**

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren’t working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend