

<b>Job Title: Office and Helpdesk Manager</b>
<b>Department: Customer Experience Team</b>
<b>Contract Status: Fixed Term (6 Months)/ Full Time</b>
<b>Reports to: Director of Customer Experience and Relationships</b>
<b>HR Contact: Jonny Miles</b>
<b>Closing Deadline for applications: 9 December 2022</b>

*At GPE we unlock potential, creating sustainable space for London to thrive. We do this by:*

- *Having a clear strategy and business model*
- *Building and nurturing strong relationships*
- *Being sustainable and actively contributing to our community*
- *Attracting and supporting talented people in achieving their full potential*

*Our values and behaviours support our purpose and help us preserve a strong and positive culture. They encapsulate who we are and how we do business. Everyone at GPE is accountable for living by our shared set of behaviours. Together, our purpose, values and behaviours make us unique.*

## **Key responsibilities**

Reporting to the Director of Customer Experience and Relationships, operating within our Customer Experience Team, the Office and Helpdesk Manager role is key in ensuring that our head office runs smoothly and that our outsourced portfolio-wide helpdesk service partner performs at the highest level.

At GPE we are committed to excellence and consistently delivering the brilliant basics will demonstrate this. You will lead by example – delivering a great experience to our colleagues and guests who visit head office and by managing our helpdesk service partner professionally and respectfully.

As a GPE ambassador, you will be passionate about customer experience and will work with our service partners, to achieve our goals – providing them with the direction and motivation to help us achieve more together.

Creating a professional workplace that is inclusive, user-friendly, clean and tidy is our priority, so it's vital that you promote and maintain positive relationships with our colleagues, service partners, our landlord and other occupiers in the 33 Cavendish Sq building.

You will be passionate and dedicated to delivering great customer and workplace experiences and you should enjoy finding new and innovative ways of doing things.

## **Key objectives:**

- Creates a high quality, professional work environment.
- Acts as first point of contact for all colleagues' queries/questions, and landlord enquiries.

- Manages small office project works such as installation of desks, redecs etc.
- Provides documentation and accompanies H&S auditors during our regular audits.
- Manages and engages with our service partners to help them deliver a consistently high-quality service.
- Ensure management of head office is aligned with GPE's broader goals (social impact/sustainability/disability awareness etc.).
- Builds strong, positive relationships across all GPE departments by proactively engaging with our colleagues.
- Ensures helpdesk performance is optimised, calls/emails are answered promptly and required data is provided when needed.
- Works with our outsourced helpdesk service partner to ensure relevant reports are created, data contained within them is accurate and feeds these reports back to our CXMs and our other service partners around the portfolio to drive their performance.
- Assists the helpdesk service partner with ensuring their procedures are appropriate and accurate
- Acts as the first point of contact for any escalations from the outsourced helpdesk supervisor.
- Updates the quarterly autopayments schedule as necessary
- Assists the Senior Procurement Manager in tender processes and other contract management activities.

## **Key competencies**

- IOSH qualification preferred.
- Decision Making– Makes good and accurate decisions that are valued when judged over time.
- Courage and Resilience – Able to remain calm and positive under pressure. Positive influence in pressure situations. Recovers quickly from setbacks.
- Relationship building – Promotes a culture of together we thrive. Builds constructive and effective relationships, relating well to all kinds of stakeholders, internally and externally.
- Curiosity and Innovation – Willing to consider and experiment with new ways of doing things. Encourages others to put forward new ideas.
- Acting as a Role Model – Acts as a role model by being honest, open and fair. Takes responsibility and inspires others by setting high standards and by showing passion and commitment.
- Teamwork – Encourages collaboration, cooperation and trust within and across teams – balances own and team interests well.
- Accountability and ownership – Personally spotting issues or opportunities and taking accountability to ensure they are resolved and/or capitalised upon
- Tenacity – Constantly and consistently pushing self and others for results – can be counted on to see things through.
- Priority setting – Quickly sense what will help/hinder the accomplishment of a goal. Creates focus, eliminating roadblocks, spending time on what is important.

## **Live by our Company Values**

- We achieve more together



- We are committed to excellence
- We are open and fair
- We embrace opportunity