

## Aspire Job Description

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<b>Job Title:</b>	RECEPTIONIST / HELPDESK	<b>POSITION ID:</b> HDO592
<b>Entity:</b>	<b>ASPIRE DEFENCE SERVICES LIMITED (ADSL)</b>	
<b>Location:</b>	Tidworth	
<b>Reports to:</b>	Helpdesk Supervisor	
<b>Key Purpose of the Role:</b>	<b>To provide a Helpdesk / Reception Service within ADSL according to Joint Service Publications and the Statement of Requirement.</b>	
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• To liaise with all customers at all levels for the walk-in helpdesk facility in a calm and professional manner</li> <li>• To deal with all incoming emails and log onto IFS system within contractual timescale</li> <li>• To issue relevant Salto lock access to building occupants</li> <li>• Manage and deliver post locally</li> <li>• Visually inspect fire alarm to comply with fire regulations / PPM</li> <li>• To answer all incoming calls to the Helpdesk reception efficiently in a calm and professional manner and in accordance with HD guidance notes</li> <li>• To deal with high level queries through to resolution</li> <li>• To forward calls to staff or departments when necessary for appropriate resolution</li> <li>• To action customer complaints in the timescales required</li> <li>• To conduct customer call backs as requested by Helpdesk Supervisor instruction</li> <li>• To build good working relationships with the MOD, contractors and Aspire staff</li> <li>• Provide cover for the Helpdesk as required</li> <li>• To carry out any other duties as reasonably required by management</li> </ul>	
<b>Qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• English Language GCSE grade C or above</li> <li>• Maths GCSE grade C or above</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Customer Services Qualification</li> </ul>	
<b>Experience &amp;</b>	<b>Essential:</b>	

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### Knowledge:

- Previous Reception / Helpdesk Experience
- Proven ability to work in a team environment
- Good interpersonal skills both internally and with customers
- Proven ability to work to targets and deadlines
- Proven ability to work unsupervised and under pressure
- Experience in all Microsoft packages

### Desirable:

- Experience of working in a customer service environment.
- Full Clean Driving Licence
- SC Clearance

### Skills:

- Customer Service focused
- The ability to remain calm under pressure
- Honest and open
- Confidentiality
- Setting clear and consistent standards of behaviour at work in line with the Helpdesk Managers instruction

### Date:

June 2020