

Aspire Job Description

Job Title:	HELPDESK OPERATOR	POSITION ID: HDO587
Entity:	ASPIRE DEFENCE SERVICES LIMITED (ADSL)	
Location:	TidNBul	
Reports to:	Helpdesk Supervisor	
Key Purpose of the Role:	To provide a Helpdesk Service within ADSL according to Joint Service Publications and the Statement of Requirement.	
Key Responsibilities:	<ul style="list-style-type: none"> • To undertake and manage work in a safe manner in accordance with legislation and the company “Safety First” value. • Adhere to the ADSL Company Health, Safety & Environmental policies and procedures. • Ensure the adoption of safe working practices at all times. • Undertake any Mandatory training as required • Manage / work within the company safe systems of work for all work related activities. • Actively promote the “Safety First Always” policy and report all bad practices or incidents spotted to the Help Desk. • To answer all incoming calls to the Helpdesk efficiently in a calm and professional manner and in accordance with HD guidance notes. • To log requests accurately into the IFS system, questioning fully and applying relevant craft. • To manage incoming calls OOH Pan garrison, prioritising work and allocating jobs. • Build strong working relationships with OOH Engineers, ensuring priority jobs are allocated and responded to within the relevant timescale • To forward calls to staff or departments when necessary for appropriate resolution. • To provide on-going training to new starters and other Helpdesk Team members as and when required • To action all faxes & emails within one hour of receipt by logging onto IFS • To deal with own customer complaints in the timescales required • To conduct customer call backs periodically in line with Helpdesk Supervisor instruction. • To build good working relationships with the MOD contractors and Aspire staff. • To carry out any other duties as reasonably required by management 	

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Qualifications

Essential:

- English Language GCSE grade C or above
- Maths GCSE grade C or above

Desirable:

- NVQ or equivalent in Customer Service
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Experience & Knowledge:

Essential:

- 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
- Hold or to be able to achieve SC clearance
- Experience in all Microsoft packages
- Strong administration skills

Desirable:

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

Skills:

- Communicates clearly and uses effective methods to deliver the message.
- Works effectively with others and maintains constructive relationships within the team, across the business and externally
- Commits to putting customers first and delivers high quality service that meets or exceeds expectations of both internal and external customers.
- The commitment to Safety First – Always and the drive for continual improvement in this area
- Understands the right level of quality delivered to enhance customer satisfaction
- Understands how ADSL operates and the impact that actions and decisions have on the business.
- Embraces change; seeks improvements in working practices and challenges the status quo for the benefit of the business
- Understands that ADSL has budgets and their importance for management

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- Understands goals and standards expected of self, following ADSL's Values

Date: 26 April 2016