Falmouth
Exeter
Plus

Infrastructure Directorate

Job Title: Estates Helpdesk Coordinator

Grade: 3

Responsible to: Estates Helpdesk Manager

Context of the Estates Helpdesk Coordinator

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with the Falmouth and Exeter Students Union.

We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and the University of Exeter (UoE) on a 50:50 basis.

The Infrastructure Directorate is responsible for all FX Plus managed infrastructure (physical and digital), ensuring the provision of safe and highly available platforms to the partnership.

Overall purpose of the Estates Helpdesk Coordinator

The Estates Operations Coordinator provides a customer-focused Estates service, coordinating enquiries and maintenance work from initial request through to completion and accurate asset and maintenance records. The role brings together Helpdesk support, contractor liaison and the upkeep of asset data, service plans and planned preventative maintenance (PPM) information in Planon, the computer-aided facilities management (CAFM) system.

Working with customers, Estates teams, contractors and suppliers, the postholder progresses routine work, maintains complete and auditable information and resolves day-to-day queries within agreed procedures. The role reports to the Estates Helpdesk Manager, escalating service, data and compliance concerns and referring technical decisions and approvals to the responsible colleagues.

Specific Duties

1. Manage Helpdesk Enquiries – Act as the first point of contact for Estates enquiries and maintenance requests, logging, prioritising and routing work through Planon.

2. Coordinate Customer Requests – Keep customers informed of progress, manage expectations and escalate urgent, safety-critical or high-impact issues appropriately.

3. Monitor Work Progress – Track reactive and planned maintenance through to completion, identifying overdue, delayed or incomplete work and escalating issues where required.

4. Maintain Planon Records – Create and maintain accurate work order, asset and maintenance records, ensuring information is complete, current and correctly linked.

5. Coordinate Contractors and Site Visits – Support contractor activity by coordinating visits, access arrangements, schedules and communications with site hosts and Estates teams.

6. Manage Maintenance Documentation – Obtain, check and file service reports, certificates and completion records against the relevant work orders and assets.

7. Maintain Asset and Service Data – Update asset information and service plans, ensuring maintenance frequencies, responsibilities and schedules are accurately recorded.

8. Support Estates Activities – Provide administrative and coordination support for New Works, rechargeable requests, events, surveys, project handovers and mobilisation activities.

9. Provide Reporting and Team Support – Produce routine and ad hoc reports and provide practical support to the Estates Helpdesk Manager, colleagues and new starters.

10. Improve Helpdesk Services – Identify recurring issues, data-quality problems and opportunities to improve systems, processes and customer service, supporting agreed improvements.

General Duties

1. Deliver High-Quality Service: Perform assigned tasks with professionalism, accuracy, and efficiency, ensuring that customer needs are met effectively.

2. Support Team Operations: Work collaboratively with colleagues, contributing to the smooth operation of the team and the achievement of service goals.

3. Follow Compliance Guidelines: Adhere to all organisational policies and procedures, including those related to Health & Safety, Equality, and Environmental standards.

4. Maintain a Positive Work Ethic: Display a positive and cooperative attitude, contributing to a respectful and supportive work environment.

5. Engage in Training: Participate in required training sessions to develop skills and knowledge relevant to your role.

6. Provide Feedback: Offer constructive feedback and suggestions for improving service delivery and team processes.

7. Promote Inclusivity: Support the organisation's commitment to Equality, Diversity, and Inclusion by treating all individuals with respect and fairness.

8. Support Sustainability Efforts: Actively contribute to the organisation's sustainability initiatives by following environmentally responsible practices in daily work.

9. Manage Time Effectively: Prioritise tasks and manage time efficiently to ensure that all responsibilities are fulfilled in a timely manner.

10. Be Open to Change: Show willingness to adapt to new processes, procedures, and organisational changes.

PERSON SPECIFICATION

Education and Qualifications

Requirement	Attribute
Essential	Educated to Level 2 or equivalent, or able to demonstrate equivalent relevant professional experience.
Desirable	Relevant qualification or training in customer service, business administration, asset management, Facilities Management, Estates or a related discipline; relevant Health & Safety awareness training.

Experience and Knowledge

Requirement	Attribute
Essential	Experience of delivering customer service and progressing enquiries or operational tasks while managing competing priorities.
Essential	Experience of maintaining accurate records or datasets, using digital systems and structured templates to check, update and process information.
Essential	Experience of working collaboratively across teams or stakeholder groups, resolving routine issues and recognising when escalation is required.
Desirable	Experience within Estates, Facilities Management, maintenance, compliance or a similar operational environment, ideally within Higher Education or a large organisation.
Desirable	Experience of Planon or another CAFM system, including work orders, asset records, service plans, maintenance schedules or associated documentation.
Desirable	Experience of contractor liaison and systems such as HereSafe, including coordination of site activity, access or permit information.
Desirable	Experience of PPM coordination, service documentation, asset surveys, data imports, data cleansing or operational reporting.

Professional Skills and Personal Requirements

Requirement	Attribute
Essential	Clear verbal and written communication skills, with the ability to explain operational information and data requirements and keep customers informed.
Essential	Ability to assess requests and information, apply agreed priorities and use sound judgement to resolve routine issues or escalate concerns.
Essential	Strong organisational and time-management skills, with the ability to work independently within agreed procedures and balance customer enquiries with accurate record keeping.
Essential	Strong attention to detail, with the ability to validate information, identify discrepancies and maintain complete, consistent and auditable records.
Essential	Ability to build effective relationships with customers, colleagues, contractors and suppliers, and communicate professionally when dealing with delays or challenging situations.

Requirement	Attribute
Essential	Ability to coordinate job, contractor, asset and maintenance information, identify gaps or potential service and compliance impacts, and follow up required actions.
Essential	Confident use of Microsoft Office, particularly Excel for working with records and datasets, and the ability to learn Planon and other digital systems.
Desirable	Ability to share knowledge, provide practical guidance to colleagues and new starters, and contribute to service and data-quality improvements.

Personal Behaviours ("Soft Skills")

Requirement	Attribute
Essential	Customer-focused and committed to reliable service and accurate information.
Essential	Accountable for own work, takes ownership of follow-up actions and recognises the limits of own authority.
Essential	Collaborative and respectful, sharing knowledge and maintaining positive professional relationships.
Essential	Calm, professional and solutions-focused when managing competing demands or difficult situations.
Essential	Adaptable and receptive to feedback, training and improvements in working practices.
Essential	Demonstrates integrity, discretion and care when handling customer and operational information.