



## Job Description

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|------------------------|--------------------------------|
| <b>Title:</b>          | Facilities Helpdesk Manager    |
| <b>Directorate:</b>    | Estates and Facilities         |
| <b>Responsible to:</b> | Head of Estates and Facilities |
| <b>Grade:</b>          | 4.2                            |

### Core purpose

The Facilities Helpdesk Manager is responsible for ensuring that Blue Cross sites are safe, compliant, and supported through a responsive, efficient, and customer focused facilities helpdesk service. The role exists to coordinate reactive and planned facilities activity, manage contractor performance, and provide clear oversight of service performance, value for money, and compliance, enabling our teams to focus on delivering excellent care.

This role reflects Blue Cross values of being compassionate, courageous, and inclusive by providing reliable support to teams, acting proactively to resolve issues, and working collaboratively with internal colleagues and external partners.

### Key responsibilities

#### Helpdesk and service performance

- Provide day to day management of the Estates and Facilities helpdesk, ensuring requests are triaged effectively and urgent issues are responded to promptly.
- Monitor and analyse helpdesk data, identifying trends, recurring issues, and service risks, and escalating where appropriate.
- Respond to reactive works requests from local teams in line with agreed service level agreements.
- Communicate pre-planned maintenance, and service disruptions clearly to stakeholders, and collate feedback to drive improvement.

#### People Management

- Line-manage, support, and develop Facilities Administrators, promoting a positive, inclusive, and values-led working culture
- Provide coaching, training, and performance management to ensure high service standards

#### Stakeholder & Vendor Management

- Act as a key liaison between Service Desk, Estates and Facilities team, site managers, clinical teams, retail teams, and external contractors
- Identify, appoint, and coordinate appropriately skilled, qualified, and insured contractors for reactive works and planned preventative maintenance.
- Ensure timely deployment of the appropriate technical resources for critical and urgent incidents
- Monitor contractor performance against agreed SLAs, including timeliness, quality of work, and completion of work orders.
- Provide structured feedback to suppliers and escalate performance concerns where standards are not met.

#### Systems, reporting, and financial oversight

- Manage daily use of the CAFM system, ensuring accurate logging, tracking, and closure of jobs.
- Produce regular reports on ticket volumes, response times, costs, and user satisfaction to support decision making.
- Track work order costs and process minor invoices in line with financial controls.
- To help develop annual reactive works budgets for each site, by providing data, trends, and operational need.



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### Safety, compliance, and communication

- Work with H&S to highlight safety concerns raised at site, including near misses and issues relating to hazards.
- Support compliance activity by monitoring and responding to statutory, PPM, and compliance related job requests.
- Disseminate emergency and safety related Documents as required, working closely with colleagues and contractors.
- Proactively liaise with internal teams to ensure facilities issues are addressed in a timely, coordinated manner.

### The person

The successful candidate will be service focused, organised, and confident in managing competing priorities within a fast-paced environment. They will build strong, professional relationships with a wide range of stakeholders, communicate clearly and calmly during both routine and urgent situations, and take ownership of issues through to resolution.

They will be comfortable using systems and data to manage performance, identify trends, and drive improvement, while maintaining a strong focus on health, safety, compliance, and value for money. Above all, they will consistently demonstrate Blue Cross values of compassion, courage, and inclusivity in how they work with others.

### Essential qualifications, skills, and experience

- Experience of managing or coordinating a facilities helpdesk or similar service function.
- Working knowledge of CAFM or comparable service management systems.
- Experience of managing external contractors and monitoring performance against SLAs.
- Understanding of health and safety requirements.
- Experience of using data and reporting to manage workload, performance, or budgets.
- Ability to consistently demonstrate Blue Cross values of compassion, courage and inclusivity.
- Experience of supporting facilities budgets or cost tracking.
- Knowledge of statutory compliance and planned preventative maintenance processes.

### Desirable qualifications, skills, and experience

- Experience working within a multi site environment.
- Experience working within a charity, healthcare, veterinary, or care related environment.

**The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.**

### Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

**Compassionate:** We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

**Courageous:** We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

**Inclusive:** We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you

**January 2026**