

Job Title:	Helpdesk Coordinator (399)		
Department/Group:	Building Services	Reports to:	Contract Manager
Location:	Dunmurry	Travel Required:	No
Level/Salary Range:	£13.27 per hour	Position Type:	Part-Time (25hrs per week)
Date Posted:	16.10.26		
Posting Expires:	30.10.26		
Applications Accepted By:			
EMAIL: recruitment@precisiongroup.co.uk Subject Line: (Job Title)		MAIL: Recruitment Precision Group 28 Campsie Ind Estate Derry-Londonderry BT47 5XX	
Job Description			
Precision Group have been providing professional, managed services and innovative solutions to customers across the UK & Ireland for almost 40 years. We offer a diverse range of services including Facility Support, Building Services, Engineering and Industrial Support together with Environmental Solutions & Waste Management. Due to continued growth within our Building Services division we are currently seeking an experienced Helpdesk Coordinator based at our Dunmurry office. You will play a key role in the day-to-day operational support of Precision Group's Building Services Division. The role is responsible for managing and coordinating maintenance and service requests through the Management App, ensuring jobs are allocated efficiently to the appropriate trades team members and that all work is tracked, updated and completed in line with client requirements. The successful candidate will act as a central point of contact between clients, management and the trades team, providing effective administrative, scheduling and logistical support to ensure the smooth delivery of building services operations. Hours: 25 hrs per week – 8am-1pm or 9am-2pm Monday-Friday. ROLE AND RESPONSIBILITIES 1. Helpdesk and Job Management • Take responsibility for the day-to-day control and administration of the Connect Teams App. • Receive, log, monitor and manage incoming jobs and service requests. • Allocate jobs to the appropriate trades team members, taking account of location, availability, skills and job priorities. • Monitor job progress and follow up on outstanding or overdue work to ensure timely completion.			

- Maintain accurate and up-to-date job records, ensuring all relevant information is recorded on the system.
- Escalate urgent issues, delays or operational concerns to management where necessary.

2. Client Communication and Customer Service

- Act as a key point of contact for clients regarding job progress, scheduling and completion updates.
- Provide timely and professional updates to clients on appointments, attendance, delays and any changes to agreed arrangements.
- Respond to client queries and coordinate with the relevant personnel to resolve issues.
- Maintain positive working relationships with clients, colleagues and external service providers.
- Ensure a high standard of customer service is maintained at all times.

3. Administration and Data Management

- Upload, maintain and update job information, reports and operational data using Microsoft Excel.
- Ensure information held across the Connect Teams App, Excel spreadsheets and other relevant systems is accurate and consistent.
- Prepare and maintain job schedules, tracking sheets and other administrative records as required.
- Assist with the preparation of management reports and operational information.
- Maintain organised electronic records and ensure documentation is stored appropriately.

4. Trades Team Coordination and Logistics

- Provide administrative and logistical support to the trades team to facilitate the effective delivery of jobs.
- Coordinate travel arrangements, accommodation and other transport requirements where necessary.
- Arrange and manage insurance documentation and related requirements for trades team members and work assignments.
- Ensure relevant documentation, job details and logistical arrangements are in place ahead of scheduled work.
- Liaise with management and the trades team to identify and resolve scheduling or logistical issues.
- Support the coordination of resources to minimise delays and maximise operational efficiency.

5. General Office and Operational Support

- Provide general administrative support to the Building Services Division.
- Assist with planning and organising daily workloads and operational schedules.
- Maintain confidentiality and handle client and company information appropriately.
- Identify opportunities to improve administrative processes, job tracking and communication.
- Undertake other reasonable duties relevant to the role as required by management.

Essential Criteria

- Previous experience in an administrative, helpdesk, scheduling or coordination role.
- Strong organisational skills, with the ability to manage multiple tasks and competing priorities.
- Good IT skills, including Microsoft Excel, Outlook and general office applications.
- Excellent written and verbal communication skills.
- A strong customer service focus and a professional telephone manner.
- High levels of accuracy and attention to detail.
- Ability to work independently and as part of a team.
- A proactive approach to problem-solving and following tasks through to completion.

Desirable Criteria

- Experience within building services, facilities management, maintenance, construction or a similar operational environment.
- Experience using job management, helpdesk or workforce coordination software.
- Experience coordinating tradespeople, engineers or mobile field-based teams.
- Experience arranging travel, accommodation, insurance or other operational logistics.