

Job Description

Role title: Property Helpdesk Manager

Reports to: Head of Property (HoP)

**Manages: PHD Desk Team of 8 including
2 Seniors PHD Administrators and 6 PHD Administrators**

Location: Head Office

Objectives of the role:

- To actively manage and coordinate the Property Helpdesk (PHD) team at Admiral Taverns (AT) including Property Helpdesk Administrators (PHDA) and Senior Property Helpdesk Administrators (SPHDA).
- To clearly set out tasks and goals amongst the team and ensure progress is achieved by the team as a whole as well as individuals and creating continuous improvement in the service provided.
- Develop strong and collaborative relationships with AT Operations including the Managing Director, Retail Operations Directors (ROD) and Business Development Managers (BDM).
- Develop strong and collaborative relationships with AT Property Managers and field property employees and the PHD Team. Building regional relationships and support networks.
- Develop and maintain a culture of customer service for our licensees and Operators. Ensuring feedback loops, progress updates, complaints and regular communication are key focus'.
- To develop a clear and concise understanding of Ostara; (Admiral Taverns Property System) in order to lead training, deliver improvements in the processes/system and provide direct liaison with the Ostara support team.
- Attend and positively contribute to Ostara development and review meetings for the benefit of Admiral Taverns.
- Ensure all repairs, maintenance and insurance issues are logged and processed efficiently through Ostara and other associated processes.
- Control and approve minor capital / Fixture & Fitting spend within prescribed budget restrictions as defined by the Head of Property (HoP) through the SPHDA's.
- Manage the PHD Team including people development, ways of working, values, integrity and Team work. Logging and reporting on PHD Team attendance, holidays, complaints and disputes etc.
- Co-ordinate cover and working patterns to best deliver the customer service required by the field teams.
- Support and assist PHD with technical queries, escalating and liaising with Property Managers (PM) and HoP on other property matters.
- Liaise closely with Compliance Co-ordinator, Cost Managers, PM's, Estates Surveyors, BDMs, licensees and contractors, ensuring all matters are logged, all queries/jobs are followed through.

chased up and delivered. Ensure the accurate raising of purchase/work orders, seeking approval from the HoP, PM's, BDM 's or ROD's depending on level of cost is managed efficiently.

- Build an understanding of Leased and Tenanted agreements and train responsibilities for repair issues into the PHD team to ensure the team can advise the licensee and Operations accordingly. Develop an understanding of the Service Charge Agreements acting and managing accordingly.
- Build an understanding of the Operator Management agreement and train those responsibilities for repair issues into the PHD team to ensure the team can advise the licensee accordingly.
- Ensure clear and timely communication is in place with licensees and BDM's of any work commencement dates, keeping BDM's informed of delays and critical dates.
- Review and monitor outstanding work orders and provide reports.
- Support the reviews undertaken on work orders to ensure that they are coded correctly to Capital or Revenue budgets.
- Support insurance claims and the insurance claim process as required.
- Assist field teams with general budget control information and appropriate PHD reports.
- Provide management and development of the Out of Hours callout service retained by AT and work to embed and improve the service provided.
- Manage and report on telephone answering statistics and act as required to deliver and maintain a high level of telephone support.
- Manage recruitment needs within the PHD team as required through HR.
- Lead and ensure adequate training is provided for new starters as required.
- Liaise with HoP to ensure general office standards are maintained at all times and the PHD Team act and support the Office Manager and any other AT employee.
- Any other duties as required to manage and develop a quality customer service focused PHD for Admiral Taverns.

Key Responsibilities:

- Line Management responsibilities for all PHD team members.
- Ensure process is followed for repair calls from Admiral staff and third parties.
- Control capital and R&M spend within agreed parameters.
- Assist in resolving any disputes on helpdesk related issues taking the lead in any disputes.
- Resolving escalated queries and calls as appropriate.
- Liaising with contractors, local authority officials, licensees and others as required.
- Liaising with other departments within Admiral to manage processes and updates.
- Liaise with HoP & PM's to review progress and KPI's alongside Cost Managers.
- Awareness of health & safety, environmental health and trade critical issues and prioritise jobs within the PHD team accordingly
- Awareness of reported issues which could be potential insurance claims and handling accordingly through the PHD team.
- Weekly catch up calls with PM's on outstanding property issues/orders
- Co-ordination and delivery of reports to HoP & Senior Cost Manager on a period basis or whenever required

Skills and Experience:

- Experience of managing a reactive call or similar team to ensure standards and deliverables are maintained.
- Technical experience of managing a property help desk team delivering repair and maintenance issues would be beneficial but not essential.
- Strong Proficiency in Microsoft Office including Excel and Word.
- Accuracy and attention to detail.
- Organisational skills and ability to work to tight timescales.
- Self-driven to excel in the role.
- Excellent communication skills both written and verbal.
- Flexibility to cover other department tasks or assist as required.
- Good team player.
- Able to manage difficult conversations fairly and equitably
- Property repair experience is desirable
- Chairing meetings as required
- Values led approach to all situations in line with AT Values.
- NVQ in Business Management or similar desirable but not essential

Working Arrangements:

This position is Head office based with the expectation of office working for 5 days per week.



Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.

ONE TEAM

WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability
Be supportive and open
Motivate ourself and others

WE CARE

WE RESPECT AND CARE ABOUT OUR TEAM, LICENSEES AND OPERATORS AND DEMONSTRATE THIS IN OUR ACTIONS

Honesty and integrity
Empathy and compassion
Communicate with clarity to all

MAKE A DIFFERENCE

WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example
Give and accept positive challenges
Deliver ambitious results

Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.