

JOB DESCRIPTION

Job Title	Compliance and Helpdesk Assistant		
Service	Regulatory and Operations		
Reporting to			
Grade	14		
Evaluation ref:	AG0956	Job Family ref:	
Role Purpose			
<p>The Compliance and Helpdesk Assistant plays a key role in supporting the effective operation of Somerset Council's Corporate Property Maintenance service, helping to ensure that buildings across the estate are maintained to a safe, compliant, and functional standard. By providing essential administrative and technical support, the postholder contributes to the delivery of both reactive and planned maintenance activities, ensuring statutory obligations and regulatory requirements are met and supporting the council's broader operational objectives.</p> <p>Working as part of a busy helpdesk team, the role coordinates repair requests, planned preventative maintenance, and compliance-related activities by liaising with internal stakeholders and external contractors. The postholder ensures that work is prioritised appropriately and delivered against agreed service standards and KPIs, while maintaining accurate records and supporting reporting requirements. Through efficient coordination and responsive customer support, the role enhances service delivery and helps maintain high standards across the council's property portfolio.</p>			
Accountabilities			
<p>Work as part of a team providing technical administrative support to the Property Maintenance Group in each of the key task areas, i.e. Property Helpdesk; Compliance and Minor Works.</p> <p>Provide an additional resource during periods of increased workload or as backfill in times of absence for all other task areas.</p> <p>The Help Desk role will include: -</p> <ul style="list-style-type: none"> • Acting as the first point of contact for all property repair queries, giving information and advice to customers and contractors. Ask questions to identify the problem and using this information to decide which contractor to despatch. • Allocating works orders to the internal maintenance team and external contractors and auditing and closing out of works orders upon completion of related repairs. • Answering queries and providing updates about property repairs (phone and email). • Co-ordinating and producing works quotations. 			

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- Developing and producing management reports and data from a range of sources, using various software packages.
- The Compliance role will include: -
- Checking technical reports and certificates supplied by contractors or the in-house team for accuracy.
- Identifying non-compliance issues and any required follow-on works. Obtaining quotations and raising orders associated with corrective compliance works.
- Answering queries and provide updates about compliance issues (phone and email).
- Maintaining and updating the servicing database e.g. clarifying the component that has been serviced; inputting a range of appropriate data; identifying new equipment and service contracts. Uses the database to compile schedules of equipment to be serviced and sends to all potential contractors, as well as price schedules to successful contractors.
- Producing system generated management reports and data from a range of sources.
- The Minor Works role will include: -
- Assisting Fabric Supervisor in collating minor works job packs.
- Reconciling accounts associated with minor works.
- Assisting Team Leader in producing applications/invoices.

Knowledge / Experience / Skills / Qualifications

	Essential	Desirable
Knowledge		
Working knowledge and experience of Computer Aided Facilities Management systems (CAFM)	X	
Working knowledge and experience of helpdesk/office environment	X	
Experience		
Previous experience of an operational building maintenance environment		X
Previous Facility Management (FM) / Facilities Services (FS) experience		X

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Qualifications / Registrations / Certifications		
Good standard of education in Maths and English	X	
ICT		X
Business Support		X
Skills		
Excellent organisational skills	X	
Excellent communication skills	X	
Good ICT skills in Microsoft Excel, Word, Outlook, Teams, etc.	X	
Ability to work independently with minimal supervision	X	
Ability to prioritise and work to deadlines	X	
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)	X	
Team Player	X	
Calm and professional manner	X	
Conscientious/Reliable	X	
Positive, can do approach	X	
Microsoft Dynamics		X
Flexibility		X
Working Conditions		
Dimensions of the role		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		



Somerset
Council

JOB DESCRIPTION

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: