

## Infrastructure Directorate

**Job Title:** Asset & Operations Co-ordinator

**Grade:** 3

**Responsible to:** Service Desk Manager

### **Context of the Asset & Operations Co-ordinator**

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 Students Union - the combined students' union for Falmouth University and University of Exeter (Cornwall).

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 Asset & Operations Co-ordinator**

This role provides an essential coordinating function for the IT Service Desk and Estates Helpdesk within the Infrastructure Directorate, embracing the principles and concepts of the frameworks and standards adopted within the Directorate, including ITIL, PRINCE2, ISO20000, and ISO 41001:2018.

Liaising across both Estates and IT functions, customers, and departments across the Universities, as well as with third-party suppliers, the role holder tracks, replaces, and recovers a wide range of equipment, ensuring that procurement, stock, and records are maintained. The role holder ensures that any IT equipment is disposed of in compliance with WEEE regulations, that appropriate cybersecurity processes are followed and data on IT assets are accurately recorded in the IT Service Management (ITSM) tool. The role also supports the Directorate in the delivery of planned and reactive maintenance by providing planning support, contractor liaison, and managing maintenance data within the Computer Aided Facilities Management (CAFM) system.

### **Specific Duties**

- Monitors asset support queues ensuring that tickets are effectively managed including upload of service documentation to ITSM/CAFM systems, maintaining an auditable record of maintenance.
- Liaise with Procurement and Infrastructure teams to maintain accurate and up to date records for new orders & deliveries, ensuring that deliveries are appropriately received, asset tagged and recorded.
- Liaise with customers and departments to organise replacement of equipment where necessary.
- Liaise with customers and departments to recover equipment not in active use.
- Provide reporting on current asset inventory and stock levels.
- Pro-actively monitoring the timely completion of maintenance tasks of both contractors and in-house teams, to ensure PPM completion documents are returned promptly and of sufficient quality to obviate PPM maintenance activities becoming overdue.
- Planning and coordinating all Preventive Maintenance works completed by internal

tradespersons and external contractors through the CAFM system.

- Liaise with 3<sup>rd</sup> party suppliers and contractors to co-ordinate maintenance activities, including the timely return of maintenance records, service documents and certificates; and consequent correct processing within CAFM/ITSM.
- Provide administrative support to enable the successful delivery of planned and reactive maintenance tasks. This will include the coordination of meetings with clients and contractors, requesting and chasing quotations.
- Update the ITSM and CAFM systems, improving the accuracy of the information and updating where necessary.
- Provide support for contractors on their arrival/check-in via and exit/check-out via the Verature contractor management system.
- Provide general office duties, including dealing with incoming and outgoing post.

## General Duties

- **Deliver High-Quality Service:** Perform assigned tasks with professionalism, accuracy, and efficiency, ensuring that customer needs are met effectively.
- **Support Team Operations:** Work collaboratively with colleagues, contributing to the smooth operation of the team and the achievement of service goals.
- **Follow Compliance Guidelines:** Adhere to all organisational policies and procedures, including those related to Health & Safety, Equality, and Environmental standards.
- **Maintain a Positive Work Ethic:** Display a positive and cooperative attitude, contributing to a respectful and supportive work environment.
- **Engage in Training:** Participate in required training sessions to develop skills and knowledge relevant to your role.
- **Provide Feedback:** Offer constructive feedback and suggestions for improving service delivery and team processes.
- **Promote Inclusivity:** Support the organisation's commitment to Equality, Diversity, and Inclusion by treating all individuals with respect and fairness.
- **Support Sustainability Efforts:** Actively contribute to the organisation's sustainability initiatives by following environmentally responsible practices in daily work.
- **Manage Time Effectively:** Prioritise tasks and manage time efficiently to ensure that all responsibilities are fulfilled in a timely manner.
- **Be Open to Change:** Show willingness to adapt to new processes, procedures, and organisational changes.

## Skills required for the role

IT and Digital roles at FX Plus have been mapped to the industry good practice Skills Framework for the Information Age Version 6 (SFIA). For more information see <http://www.sfia-online.org/en>.

Skill (Level)	Skill Description	How we may assess
<b>Data management (Level 2)</b>	Assists in providing accessibility, retrievability, security and protection of data in an ethical manner.	Application; Interview; Assessment
<b>Systems installation/de-commissioning (Level 1)</b>	Following agreed procedures, performs simple installations, replaces consumable items, checks correct working of installations, and documents and reports on work done.	Application; Interview; Assessment
<b>Service level management (Level 3)</b>	Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.	Application; Interview; Assessment
<b>Configuration management (Level 3)</b>	Applies tools, techniques and processes to track, log and correct information related to CIs, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use.	Application; Interview; Assessment
<b>Change management (Level 2)</b>	Documents changes based on requests for change. Applies change control procedures.	Application; Interview; Assessment
<b>Customer service support (Level 3)</b>	Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.	Application; Interview; Assessment

## Person Specification

Importance	Personal attribute description	How we may assess
<b>Qualifications &amp; Certifications</b>		
Essential	At least 4 GCSE's at Grade C or above (or equivalent qualifications)	Application
Desirable	ITIL® Foundation certification	Application; Interview
<b>Knowledge, Experience and Skills</b>		
Essential	Ability to communicate effectively.	Interview; Probation
Essential	Ability to work effectively with a range of different stakeholders, internally and externally.	Reference; Probation

Importance	Personal attribute description	How we may assess
Essential	Experienced in the use of the Microsoft Office and be able adapt quickly to new software packages.	Application; Probation
Desirable	Aware of the ITIL Framework.	Application; Interview
Desirable	Aware of common cyber threats.	Application; Interview
Desirable	Aware of service management framework principles and processes.	Interview
Desirable	Some experience of working in a technical support and/or estates environment, exhibiting an appropriate breadth and depth of knowledge.	Application; Interview
Desirable	Experience of using IT Service Management (ITSM) and/or Computer Aided Facilities Management (CAFM) systems.	Application; Interview
Desirable	Some experience in providing IT and/or Estates Support.	Application; Interview
Desirable	Some experience supporting and maintaining some of the technologies relevant to this role.	Application
<b>Personal Behaviours</b>		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation
Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	Probation
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation