

Helpdesk Report:
CAFM & Digital Information
Coordinator

by

Incomes Data Research

July 2021

This report has been produced by Incomes Data Research Limited as part of the ECC Labour Market and Pay Data Service.

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1. Introduction

This report has been prepared by Incomes Data Research (IDR) and, as requested, it provides market salary data for the following role(s):

- CAFM & Digital Information Coordinator

2. Market salary data

This section presents the market salary data. We aim to provide a minimum of three sources of information for each job to enable ‘triangulation’ of the results, and thereby provide the widest possible assessment of the market for this role.

2.1. Market data

The following sections provide the aggregate market salary for the closest matching occupation for a full-time CAFM & Digital Information Coordinators.

2.1.1. NHS data

In this section we provide information on the salary range for the pay band likely to cover comparator jobs in the NHS. The NHS, with 1.2m staff, is the largest employer in the UK and as such plays a key role in influencing the market for many non-medical roles, particularly in education, given the links between parts of higher education and the NHS.

Estates & Facilities (CAFM/AutoCAD) Assistants in the NHS are typically employed on Band 5 and the current salary range is between £24,907 to £30,615 a year a year outside of London and high-cost areas in the South East/South.

Roles based in high-cost areas qualify for the following supplements:

- Inner London – 20% of basic salary, subject to a minimum payment of £4,474 and a maximum payment of £6,892;
- Outer London – 15% of basic salary, subject to a minimum payment of £3,786 and a maximum payment of £4,824;

- Fringe – 5% of basic salary, subject to a minimum payment of £1,037 and a maximum payment of £1,793.

2.1.2 Commercial data

The data in this section is based on analysis of recruitment salaries for a similar role(s). It is a guide to starting pay for these roles, and in some cases also provides a guide to the maximum that might be achieved.

Technical Designer/Draughtsperson, Rank 5

| | Lower quartile | Median | Upper quartile |
|--|----------------|---------|----------------|
| National range | £28,307 | £33,302 | £38,298 |
| Industry: Public Administration | £27,741 | £32,636 | £37,532 |

Source: Professional and managerial survey

3. Job advertisements

This section details current comparable vacancies from our database of advertised positions.

3.1.Data and summary

Integration Developer – advertised positions summary

| | Minimum | Maximum |
|---------|------------|------------|
| Average | £24,788.33 | £29,358.40 |

Integration Developer - job advertisements

| Ref. | Organisation | Job title | Min | Max |
|--------------|-----------------------------------|------------------------------|---------|---------|
| ID296 | St. George's University Hospitals | Estates CAFM Database | £26,365 | £28,988 |
| | NHS Foundation Trust | Coordinator | | |
| ID297 | University of Northampton | Building Services Supervisor | - | £34,804 |
| ID298 | Large UK landlord | CAFM Coordinator | £25,000 | £27,000 |
| ID299 | MAR Facilities Management | Helpdesk Coordinator | £23,000 | £25,000 |
| ID312 | RHL Recruitment | Facilities coordinator | - | £31,000 |

3.2.Job advertisements

The following pages present the job advertisements for the above vacancies.

Estates & Facilities Directorate

Job Description

| | |
|------------------------------------|-------------------------------|
| Job Title: | Estates CAFM Co-ordinator |
| Band: | 4 |
| Hours of Work (p/w): | 37.5 hours |
| Service Centre/Directorate: | Estates & Facilities |
| Base: | St George's Hospital |
| Accountable to: | Assistant Director of Estates |
| Reports to: | Estates CaFM & PPM Manager |

Responsible for: All administrative tasks relating to Planned Preventative Maintenance Asset management and database server management. Carried out by the Estates department, creation of PPM's on CaFM system and allocating work to trade staff. Producing spreadsheets and assist with monthly/weekly operational reports.

Key working relationships: All staff within the Estates and Facilities Directorate, other Trust staff across all Directorates, external consultants, contractors, agency staff and various third party organisations as required by the Directorate.

Role of the Department: The Estates Department is a patient, visitor and staff driven department focused in delivering a range of engineer services in a professional, effective, consistent and friendly manner.

Job Summary:

To assist PPM manager with a variety of administrative tasks and operate the Trust's CaFM system, liaising with Estates Teams and third party providers in delivery of Planned Maintenance activities to ensure compliance with Statutory Standards.

Trust Vision & Values:

The post holder is expected to have a clear understanding of how this post contributes to the achievement of the trust vision of:

A thriving Foundation Trust at the heart of an integrated healthcare system. One that delivers improved patient care at a community, hospital and specialist setting, supported by a unique and nationally recognised programme of research, education and employee engagement.

We expect all our staff to share the values that are important to the Trust, being Excellent, Kind, Responsible & Respectful, and behave in a way that reflects these.

St George's University Hospitals NHS Foundation Trust is committed to safeguarding children and vulnerable adults and expects that all staff will share in this commitment. The Trust is clear that all staff have a responsibility to be aware of children and adult safeguarding policies and procedures and that each member of staff, clinical and non-clinical, will attend child or adult safeguarding

training that is provided at an appropriate level to suit their role. The Trust has the additional expectation that all staff will be able to identify concerns and know what action to take.

Main Duties/Key Results Areas: Focusing, where possible, on outcomes qualitative as well as quantitative.

- Run start of day on a monthly/weekly basis depending on site
- Attend meetings with Estates Officer and Estates Supervisor to assess jobs
- Work with Estates Officers to identify Statutory, Mandatory and recommended planned maintenance tasks
- Work to HTM's and Health and Safety at Work Act.
- Manage engineer work load and assign jobs to appropriate engineers for the Regularly review active jobs and report on overdue jobs to Estates Supervisor, PPM Manager and Estates Officer
- Assign and delegate tasks to Estates Operative
- Forward on all Contractor PPM Job Sheets to appropriate Estates Officer
- Sit with Estates Engineer when necessary to go over outstanding works to ensure that all jobs are completed as necessary or raised to the supervisor when appropriate
- Run reports on individual operatives when necessary
- When external contractor is required for the work liaise with appropriate Estates Officer to ensure that attendance has occurred and that the Planned Maintenance job sheet is correct.
- Report on Operative work flow and outstanding jobs using CAFM system, Database and server coordination.
- Ensure job attendance is being correctly recorded by engineers
- Run history reports to show works completed and types of works attended to for Planned Maintenance
- Plan labour loading using CAFM and Leave Lists
- Create and run reports on Skill Sets and KPI'
- Complete daily task to ensure smooth operation of CAFM Preventative Planned Maintenance System, including clerical and filing works
- Support Estates Manager, Officers, and Supervisor in service performance of Reactive Help Desk and planned Maintenance System
- Using CAFM System Manage work outflow to Operatives, ensure job completion by Operatives and address with Estates Officers and Supervisor any outstanding works.
- Ensure that changes to system and updates will be beneficial to Trust through knowledge of site and CAFM system
- Create schedules with correct instructions, duty attendance times, criticality and Operative/External Contractor Assigned
- End date expired schedules and create new schedules if required
- Match external contractor works to in house planned maintenance schedule

All Trust post holders are also required: -

- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- To work in accordance with the Trust's Equality and Diversity policy to eliminate unlawful discrimination in relation to employment and service delivery.
- To promote at all times equal opportunities for staff and patients in accordance with the Trust's policies to ensure that no person receives less favourable treatment than another on the grounds of: age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation.
- To ensure skills are up-to-date and relevant to the role, to follow relevant Trust policies and professional codes and to maintain registration where this is a requirement of the role.
- To comply with the Trust's No Smoking Policies.
- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

- **Communication**

Liaising with internal and external parties in the Trust. Providing and receiving complex information to work colleagues and users of the service about the status of PPM jobs.

- **Patient/customer care (both direct and indirect)**

Provides information on PPM system, logs call for maintenance from Trust staff, when required.

- **Resource management**

Primarily responsible for maintaining CaFM PPM system and assistance to helpdesk when required for the following: stock control, Estates Department consumables and office consumables. Responsible for placing purchase orders using Trust systems for Estates at Brompton.

- **People management**

Training staff on the PPM system

- **Information management**

Maintaining one or more information system. Administering the PPM & assets system and on a daily basis.

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the postholder.

Person Specification

Job Title: Estates CaFM Co-ordinator

Band: 3

| Factor | Essential | Desirable | Method of Assessment |
|-----------------------------|---|--|---------------------------------|
| Qualifications and Training | BTEC Diploma Business/Admin Data Entry EDPM/IT | Apprenticeship Certificate Work Experience | Certificates |
| Experience | Detailed experience of operating a CaFM system, or job reporting software's, PPM planning | Administrative experience | Competence Assessment interview |
| Skills | Solid team player Good understanding of Microsoft packages, report writing and producing spreadsheets. | Certificates | Competence Assessment interview |
| Knowledge | Engineering Maintenance, engineering, fault reporting procedures, Healthcare. | PPM/Helpdesk reporting | Competence Assessment interview |
| Other | Good computer skills Sound understanding of CaFM systems. | Planet FM | Certificates interview |

Key:

I = Interview

A = Application Form

T = Practical Test

Building Services Supervisor

University of Northampton

| | | | |
|-----------------------|-------------------|-------------------|-----------------|
| Location: | Northampton | Placed On: | 13th July 2021 |
| Salary: | £34,804 per annum | Closes: | 8th August 2021 |
| Hours: | Full Time | Job Ref: | UN3694 |
| Contract Type: | Permanent | | |

★ [View Employer Profile](#)

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About the Job

We are recruiting a Building Services Supervisor PPM.

The main responsibilities of this post are:

- Supervise the day to day activities of the Building Services team alongside the Building Services Supervisor (Reactive), setting an example for all in the management of Health and Safety issues.
- Work with the Helpdesk team to keep all job information up to date and liaise with the University when applicable to ensure all PPM system and activities are fit for purpose and records are updated to ensure compliance with statutory requirements.
- To coordinate with the Contracts and Compliance Officer to deliver Planned Preventative Maintenance tasks, and plan all in-house remedial works that arise from Statutory Inspections and Testing.

About You

- Experience in supervising staff and sub-contractors
- Experience in dealing with critical incidents involving gas, water and electrical
- Excellent IT skills, knowledge of CAFM systems
- Ability to write technical reports

Qualifications

Essential

- Electrical /Mechanical qualification to minimum NVQ LEVEL 3/time served equivalent
- IOSH Qualification

Desirable

- L8 Management Qualification
- High Voltage Management Qualification

About Us

1st Degree Facilities is a trading name of UNEL which is a wholly-owned subsidiary of the University of Northampton and this vacancy is covered by UNEL Terms and Conditions of employment.

This is an exciting time to join our Company as the University relocated in September 2018 to a new purpose-built, town-centre campus.

Right to Work

All candidates will be asked to provide proof of eligibility to work in the UK at interview. Please note that the University of Northampton Enterprises Limited are unable to offer sponsorship to work in the UK. We can therefore only accept applications from individuals who are currently eligible to work in the UK.

Equality

We are proud of our diverse student population and applications from Black Asian Minority Ethnic student grow year on year. Equality and the promotion of inclusion are a key value that we are proud to promote. To embed this across the University, to achieve diversity amongst its staff and to improve staff representation, we would like to encourage applications from women, people living with disabilities, and those from the LGBT+ and Black, Asian and Minority Ethnic communities.

Advert information

Type / Role:

Professional / Managerial / Support Services

Subject Area(s):

Administrative

Property & Maintenance

Location(s):

Midlands of England

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CAFM Coordinator

| | |
|----------------|--|
| Location: | Manchester, England |
| Sector: | Real Estate & Property Services (/jobs/real-estate-an... |
| Job type: | Interim (/jobs/interim) |
| Salary: | £25000.00 - £27000.00 per annum |
| Contact: | Cobalt Recruitment |
| Contact email: | FMJobs@cobaltrecruitment.com |
| Job ref: | JN -122020-72170_1614617074 |
| Published: | 01 March 2021 |
| Expiry date: | 30 April 2021 |
| Start date: | ASAP |

Cobalt have been instructed on CAFM Coordinator position for one of the UK's largest and most established Landlords, on a 12 month FTC basis.

This is a great opportunity to join a growing team where you can gather the experience and relevant industry accreditation's to help build a career in Facilities Management.

You will join this team on their northern portfolio using CAFM software, and will assist with booking PPM and reactive maintenance jobs, scheduling in H&S works and also organising tenders from multiple contractors to ensure cost effective management.

Key responsibilities for this role include;

Monitoring and scheduling the planned and reactive maintenance works across the portfolio for both the in-house team and outsourced suppliers;

Monitoring the CAFM system **(FSI/Concept)**

Integrating financial information such as Purchase Orders with specific maintenance works

Undertaking audits of the works carried out, liaising with key tenant representatives and on-site staff;

Monitoring operational costs;

Maintaining H&S records and general compliance administration

(FSI/Concept) and so would suit a Facilities/Property Coordinator/Administrator with a keen interest in developing their career further within Real Estate.

If you are interested please apply immediately as this role may be appointed before the closing date of the advert.



Specialisms

Real Estate & Property Services (</disciplines/real-estate-and-property-services>)

Construction, Engineering & Design (</disciplines/construction-engineering-and-design>)

Accounting & Finance (</disciplines/accounting-and-finance>)

Business Services (</disciplines/business-services>)

Banking & Financial Services (</disciplines/banking-and-financial-services>)

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Helpdesk Coordinator

MAR Facilities Management

London W6

£23,000 - £25,000 a year - Full-time, Permanent

MAR Facilities Management

9 reviews

Read what people are saying about working here.

MAR Facilities Management, specialising in facilities management for over 35 years, are currently recruiting for a **Helpdesk Coordinator** to join our team in **Hammersmith, London**.

Purpose of Role

To act as the first point of call for customers and continually provide an exceptional level of customer service to all customers within the building and designated areas.

- Ensure the smooth running of FM services provided across the building
- Establish good working relationships with colleagues in order to be recognised as the natural "go to" person and a trusted partner.
- Maintain a professional image at all times, ensuring all areas are kept clean and tidy and ready for business.
- Ensure that all actions are logged on the CAFM system
- Liaise closely with all FM service teams to ensure that consistency of standards and a professional image are maintained.
- Ensure all tasks/faults are logged with the helpdesk and a record of all tasks is kept up to date and managed through to completion
- Monitor, action and escalate incidents as appropriate to achieve agreed service levels and to keep customers informed of status and progress of their resolution
- Ad-hoc admin supporting the FM Manager as requested
- Support Reception at peak times along with covering the Reception lunch break
- Support the Security team by completing visitor bag searches at peaks times
- Assist with staff queries both in person, by email or via telephone
- Ensure meetings rooms are always ready for business, this includes room layout, cleanliness, equipment testing and stock replenishment

Please note that this list is not exhaustive and individuals may be required from time-to-time to complete additional duties in line with their knowledge, skills and capabilities

Knowledge skills & experience

- Demonstrable experience in a customer facing or customer service role with a strong customer service background
- Experience of front-of-house in a hospitality or corporate environment
- Complaint handling experience
- Strong communication skills, both written and oral, with the ability to communicate at all levels
- Problem solving skills

- The ability to remain calm and professional when under pressure
- Proficient in the use of Microsoft, email, Word, Excel; able to maintain databases and link up to data projectors, the internet, printers etc
- An ability to pick up technical training quickly
- Detailed operational understanding of facilities maintenance, both hard and soft services, and building services within a client focused environment

If you would like to join our friendly, well-established team then apply now!

Job Types: Full-time, Permanent

Job Types: Full-time, Permanent

Salary: £23,000.00-£25,000.00 per year

Schedule:

- Monday to Friday

Ability to commute/relocate:

- London W6: reliably commute or plan to relocate before starting work (preferred)

Experience:

- Help desk: 1 year (preferred)

Work remotely:

- No

1 day ago

Report job

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