

The Leicestershire College

Job Description

1. Job Details

Job Title:	Estates Helpdesk Supervisor
Department:	Estates
Reporting To:	Estates Compliance Manager
Competency Level:	Business Support 1
Hay Grade:	G3
Salary:	£30,090 Per Annum
Date of Job Evaluation:	TBC
Date:	February 2026

2. Job Purpose

The Estates Helpdesk supervisor is responsible for overseeing the effective delivery of the Estates Helpdesk service and ensuring a high standard of customer care to all staff, contractors, and visitors. The post holder will support the Estates Administrators on all sites, providing leadership, guidance, and day-to-day support to ensure the smooth operation of administrative and helpdesk functions.

This role is responsible for managing contractor sign-in and induction processes, ensuring compliance with site procedures and maintaining accurate records. The Estates Helpdesk supervisor will oversee the allocation, prioritisation, and monitoring of job tickets, ensuring that requests are logged accurately, responded to promptly, and resolved efficiently.

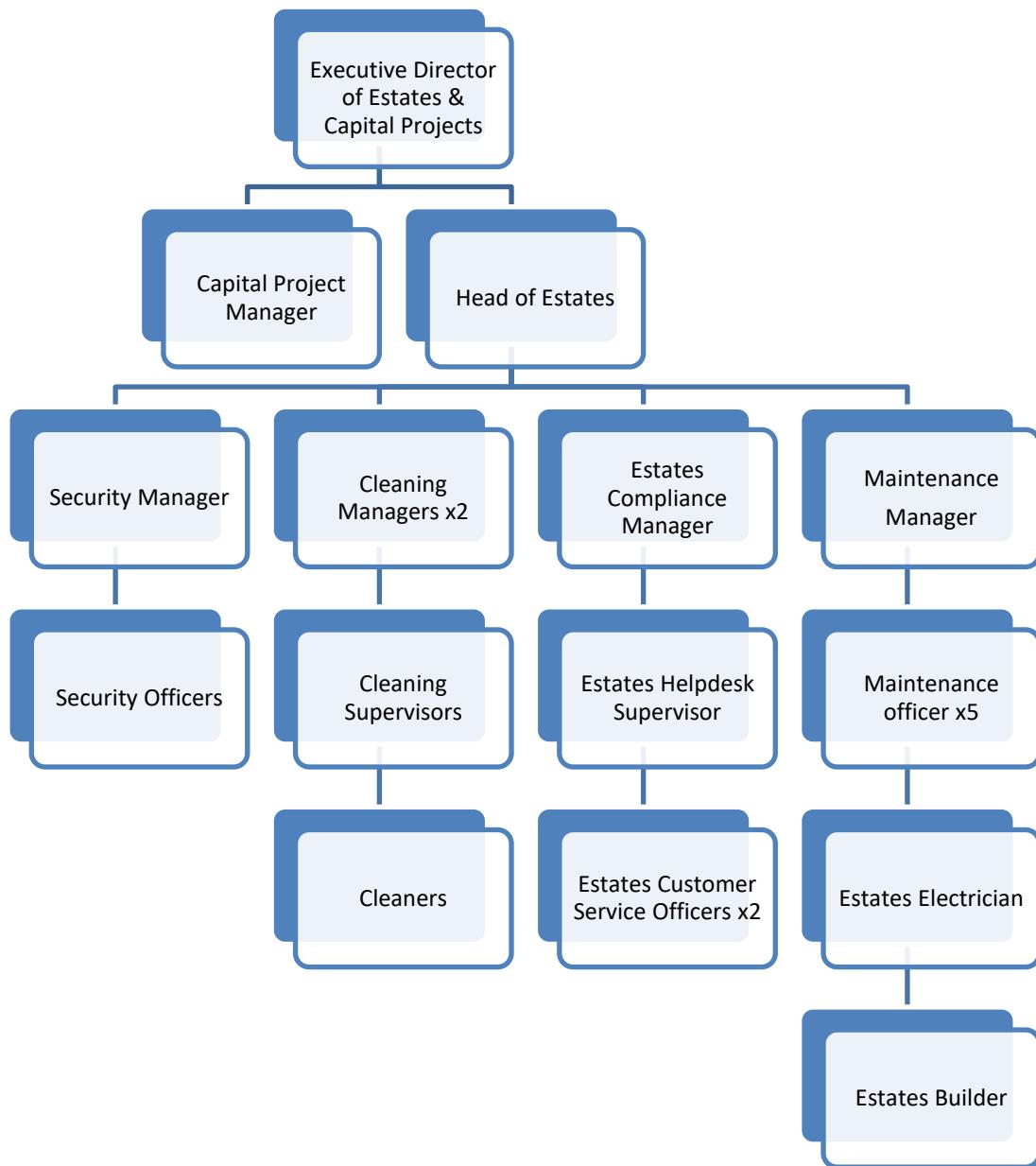
Additional responsibilities include overseeing postal services, managing car parking reservations and enquiries, and providing a visible and proactive front-line customer service presence. The post holder will promote a culture of professionalism, responsiveness, and continuous improvement across the Estates administrative team, ensuring that all interactions reflect a high standard of customer service.

3. Dimensions

Not Applicable

Name:	Job Description Template -TLC	Owner:	HR
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Version:	1.0	Next Review:	Aug 2027

4. Organisation chart



5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- Manage and maintain a consistently high standard of customer-focused service delivered by the Estates Helpdesk, ensuring efficient and professional front-line support to all users.
- Supervise and coordinate all Estates administrative functions, ensuring effective workflow, clear processes, and high performance across the team.
- Support the Contractor Control Manager with administrative functions, ensuring all compliance documentation is accurately logged, recorded, and maintained in line with college policies and current industry regulations.
- Implement, maintain, and continuously improve a comprehensive record-keeping system to ensure accurate, accessible, and reliable documentation of all Estates activities.
- Support Estates and Compliance Management by preparing regular reports, documentation, and compliance data to assist decision-making and demonstrate adherence to statutory requirements.

- Provide line management for Estates administrative staff, including Estates Customer Service Officers, through supervision, workload management, performance monitoring, and professional development.
- Act as a designated point of contact and provide operational support in the absence of Estates or Compliance management, ensuring continuity of service and decision-making as required.
- Take accountability for the management and maintenance of all documentation, ensuring records are accurate, up to date, and compliant with required standards, schedules, and audit expectations.
- To undertake such other reasonable duties as requested from Estates management.

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Successful and attentive data management for all records.	All demands met at a crucial time for the business and its customers.
Friendly, welcoming and efficient service provided to all incoming customers.	Excellent first impressions lead to a cohesive and successful customer experience.
Adaptable and flexible approach to all tasks required.	Continued drive for recruitment to all College income streams.
Dealing with all enquiries.	Efficient, professional and knowledgeable service will lead to increased conversions and uptake in business.

8. Key Working Relationships and Communications

Internal: All college staff

External: Visitors/Contractors/Students/Prospective students & parents/guardians/Prospective customers

9. Scope for Impact

Not Applicable

10. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks. Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Understands customer expectations; delivers consistently high quality service. Enthusiases others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Qualified to level 4 or above in Business management or relative Qualification	•		Application/ Certificates
2.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
3.	Experience of using Microsoft Office applications (e.g. Word, Outlook and Excel)	•		Application/ Interview
4.	Experience of managing administration in a large organisation	•		Application/ Interview
5.	Experience of managing a maintenance Helpdesk System or working as an Estates administrator		•	Application/ Interview
6.	Proven experience of co-ordinating a range of tasks relating to PPM	•		Interview
7.	Experience of dealing with Statutory compliance within an educational setting	•		Interview
8.	Experience of teamwork within a fast-paced environment		•	Application/ Interview
9.	Line management experience	•		Application/ Interview
SKILLS & KNOWLEDGE				
10.	Excellent customer service and interpersonal skills.	•		Interview
11.	Excellent attention to detail	•		Interview
12.	Competent and knowledgeable in Estates Contactor control and compliance		•	Interview
13.	The ability to work independently using initiative or as part of a team with clear instruction.	•		Interview
14.	Ability to work accurately under pressure	•		Interview
15.	Possess good planning and organisational skills	•		Interview
16.	Excellent communication skills both oral and written	•		Interview
17.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
18.	Ability to work in a calm, methodical and professional manner in a fast-paced environment	•		Interview
19.	The ability to maintain good relationships with staff at a range of levels by behaving with integrity, treating people with respect and leading by example	•		Interview
20.	Demonstrates a professional approach which generates credibility and confidence	•		Interview
21.	Promote the College's equal opportunities policy and practices	•		Interview
22.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in February 2026 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	