



Job Description

Job Title:	Helpdesk Administrator / Reprographics Technician
Responsible to:	Head of Information Services
Responsible for:	N/A
Job Summary:	Time will be split between managing the Helpdesk and running the Reprographics function.

Key Responsibilities

Reprographics

- Manage Centralised procurement, storage and allocation of specialist paper for the College. Obtaining the best deals through bulk purchase and negotiation.
- Facilitating Staff reprographic requests in a timely and cost-effective manner including department recharges.
- Providing training and support on MFD Devices across the campus.
- Monitoring and Updating of print accounts and reporting back to the Head of Information Services to assist in decision making.
- Manage leased MFD support with supplier when faults arise.
- Perform Large format printing as required.

Helpdesk

- Assist with management of the Helpdesk, receiving work requests, liaising with sub-contractors and internal engineers and management of the work request process through to job completion using the Helpdesk system.
- Ensure all work requests are actioned and completed within the relevant SLA timescale.
- Ensure the helpdesk is accurately maintained at all times and work request status information is current and accurate.
- Ordering and updating purchase order system and ensuring engineers requests for parts are actioned and maintained.
- Ensuring the smooth running of the office.
- Taking accurate messages for the department.
- General office administrative duties.
- Updating the Equipment register and managing the disposal of assets.
- Managing the department's accounts ledger.
- Managing photo ID / Biometrics including reprint of lost or damaged cards.
- Keep a log of all CPD.
- Such other duties as may be reasonably delegated to you.
- Collating Departmental documentation and How To Information.

Additional Duties:

- The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy Statement at all times.
- If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School's Designated Safeguarding Lead or, if he/she is the School's DSL, to the Headmaster and relevant agencies.

Person Specification

- Good communicator
- Works well under pressure
- Self-Managing
- Motivated

Terms and Conditions

This is a fixed-term contract from September 2019 to July 2020

Salary: £16,518 per annum

Hours of Work: 32 hours per week to be worked 8.00am to 4.30pm Monday, Tuesday, Thursday & Friday during term time plus three weeks (37 working weeks in total).

Pension: After three months service you may be automatically enrolled into the Eastbourne College WorkSave Pension Scheme (details are available from the HR Department), depending on your level of earnings, however you may also choose to opt in to the pension scheme. The College will contribute 5% of your gross salary and you will be expected to contribute 3% also. You may choose to opt out of the pension scheme.

Holiday: Four weeks annual leave plus Bank Holidays pro rata to be taken during College holidays. Pay for this is included in the salary.

Other Benefits: Free use of College sports facilities
Free tickets to College productions
Annual pay review
Free lunch when Dining Hall open
Life Cover of three times salary after two year's employment.

Safeguarding Statement

Eastbourne College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The appointment is subject to enhanced DBS check, pre-employment medical questionnaire and positive references.

The College is a non-smoking establishment and an equal opportunities employer.

Application Process

- Candidates should apply to the Human Resources Department for an application pack by email to hr@eastbourne-college.co.uk or phone 01323 452239. The application form is also available to download from the website www.eastbourne-college.co.uk/contact/employment-opportunities;
- Candidates should complete all sections of the application form and return it, along with a covering letter and up-to-date CV, to the HR Department, Marlborough House, Old Wish Road, Eastbourne, East Sussex BN21 4JY. Electronic applications should be sent to hr@eastbourne-college.co.uk
- **Closing date: 12 July 2019**
- Candidates will be required to provide the names and contact details of two referees, one of whom should be a current employer. Candidates should make it clear if they would prefer their referees not to be contacted before the interview stage.