

## Assistant Site Manager

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Company: Eric Wright Group

Location: United Kingdom

Category: other-general

### Job Advert

The Eric Wright Group has a fantastic history. From our beginnings in construction to an award-winning group of companies, our reputation is built on our Chairman's founding principles of a company that must be profitable, ethical and farsighted, as a result we have people, community and social value at our heart.

We are looking to recruit an **FM Helpdesk Administrator / Advisor** to join our existing helpdesk team within our facilities management business. This is a fantastic opportunity to work for an awarding winning company, which provides a first class customer service experience to our clients. The role is crucial to ensuring that service delivery is kept to a high standard and that we are delivering exceptional services to our clients. This will entail rigorous jeopardy management to ensure that all reactive, planned and remedial tasks are raised, monitored and managed from inception through to completion.

The role will also undertake cross-functional duties such as raising tasks and respective Purchase Orders for reactive works, ensuring that all remedial works are raised and managed, monitoring and actioning all tasks completions, communicating with our supply chain for updates on task completions and requesting evidence to prove compliance. Whilst also dealing with queries and questions from our clients and supporting in the compilation of monthly client reports to name but a few. A full list of duties can be found in the Job Description.

### About you

Aligned to our ethos and values, you will be an integral part of the busy and thriving Helpdesk

team and have a positive 'can do' attitude. You will have exceptional customer service skills. Be confident, adaptable, focused, organised and have a high level of attention to detail. You will be driven and enthusiastic in achieving the very best that you can and will strive to improve your performance through continuous improvement. You will need to be adaptable to new ways of working including understanding diverse procedures and processes and will be keen to learn new technology including our newly implemented CAFM system. With stringent client contractual obligations and complex SLA and KPIs, you will play a key part in delivering these obligations and will support in the assurance that our client portfolios are well maintained, safe and compliant. Additionally, you will build strong working relationships with EWFM peer groups, clients and our supply chain. Ideally, you will have worked in a similar role in a Helpdesk environment and have an understanding of facilities management, previous experience of PFI / BSF / LiFT contracts knowledge would be advantageous.

#### **In return we offer ...**

**Enhanced annual leave** starting at 26 Days + bank holidays rising with service

**Learning and development** - we offer a range of learning opportunities to develop talent at all levels within our business focussing on technical competence, upskilling, compliance and governance and career development.

**Pension** — 6.5% employer contribution of your salary into your pension to help you save for the future

**BUPA** - optional scheme and can include your family to the scheme (50% contribution)

**Company sick pay scheme** - Up to 20 days full pay in a rolling 12 month period

**Group Income Protection** – 50% of your salary covered for 3 years for long term illness

**Enhanced Paid Family Leave** - maternity, paternity, adoption, fertility, compassion, bereavement, crisis, emergency dependants, and much more

**Onsite Nursery**– Our Sceptre Nursery is discounted for our employees and based on site at Head office

**Onsite gym**– we have a gym on site at Head Office which is free to use

**Company Doctor**– for when you can't get to see your own or if you have any health concerns

**Virtual GP** - 24/7 access for when you need to speak to a GP

**EAP**– Employee Assistance Programme through Health Assured, supporting you and your family with advice, guidance and counselling on a variety of areas such as health, fitness, home

life, finances and much more.

**Mental Health support** through the Thrive app, approved by the NHS, provides tools, to tackle, prevent and manage common stressors such as sleep, bereavement, work issues etc. Also provides relaxation, breathing and meditation techniques and measures impact.

**Savings scheme** – Put aside an affordable amount for a rainy day in the future

**Recognition awards** awards for long service and special birthdays

**A comprehensive health and wellbeing strategy** focussed on physical, emotional, financial and career wellbeing

**OUR CORE VALUES: RESPECT | TRUST & INTEGRITY | QUALITY | TALENT | RELIABILITY**

### **What we do**

As an award-winning leader in the property and construction industry, the Eric Wright Group demonstrates a culture of excellence in civil engineering, construction, development, property and facilities management that ensures long-term relationships with our partners and clients. The companies across the Group regularly collaborate to deliver outstanding results on bespoke projects for both public and private sector clients.

### **Our ethos**

Working at the Eric Wright Group of companies is truly special. Owned by the Eric Wright Charitable Trust, we are a commercially focused business with a social purpose, which means that after reinvestment in the business, our profit is donated to charity via the Trust. This ownership structure provides a high level of stability for the Group and supports longer-term commercial and charitable strategies.

We are extremely proud of our dedicated, passionate and friendly colleagues who live our values and work hard to make a difference in communities every day.

**The Eric Wright Group is committed to safeguarding and promoting the welfare of its employees, contractors and clients and expects its people to share this commitment.**

**Successful applicants may be required to undertake a Disclosure and Barring (DBS) check or Disclosure Scotland check and to provide proof of their right to work in the UK.**

**We are committed to equal opportunities, inclusion and fairness across all employment opportunities and service delivery. All managers and employees are expected to promote our values to ensure our workplaces and services are inclusive and accessible.**

Department EWFM Contract type Full time Hours 37.5 hours per week - role open to agile

working (hours between 8am and 5pm) Salary Competitive with excellent benefits

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