

**Job Title – CRES Helpdesk Administrator****Job ID – 210****Division – HSL****Location – London**

Hyperion was established in London in 1994 and today is a leading, international insurance group with over 4,500 employees in 38 countries. Employee ownership is at the heart of our business and is key to attracting and developing the best talent in the market.

We have four business divisions:

- Howden: the world's largest international independent retail broker. Together with Howden One, its global specialist insurance broking network, it comprises over 10,000 professionals, operating in more than 80 territories
- RKH: the largest producer of insurance premium to Lloyd's, the world's leading specialist insurance market, and a leading producer to many of the world's largest specialist insurers
- DUAL: the specialist underwriting arm of the Hyperion Insurance Group, is the world's largest international underwriting agency and Lloyd's largest international cover holder.
- Hyperion X: our newest division of the group, it will develop key areas of data, analytics and digital platform delivery.

By working closely with our clients to deeply understand their needs, we are able to develop solutions that are truly best-in-class. We choose to be specialists rather than generalists, so that we have the expertise required to solve even the most complex challenges. Our entrepreneurial approach promotes innovation, integrity and a constant focus on delivering the best solutions for our clients.

**Role Definition**

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You will be responsible for administering the Facilities Helpdesk. You will be reporting in to the Facilities Coordinator and at times where necessary, working closely with the Services Manager for our London sites.

**Key Responsibilities / Accountabilities**

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- Categorising and resourcing the correct Contractor for the specific Helpdesk request
- Close liaison with all London site Contract managers and their various supervisory staff
- Ensure main M&E contractor system is up to date
- Working to tight deadlines and targets provided by management in accordance with Contract requirements
- Review and track critical contractor PPMs and challenge non-compliance
- Ensure that all work in progress (WIP) is reviewed, updated and Helpdesk requests updated accordingly in a timely fashion
- Assist coordinate (with Facilities Coordinator) OOH works and ensure all processes are followed and approved
- Positively respond to both internal and external staff using approved customer service skills, communication and personal intervention
- Day to day administration as required by the Facilities Coordinator

**Skills and abilities needed to perform role**

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- Demonstrate a strong sense of customer focus
- Excellent interpersonal, communication skills; verbal and written
- Excellent organisation skills
- Numerate
- Self-motivated and driven to produce good results
- Excellent time keeping
- Ability to work independently as well as part of the team
- Ability to work under pressure, prioritise workload and manage multiple demands and shifting priorities
- Calm, efficient and flexible approach to working

**Knowledge and Experience**

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- Computer literate and good skills in Microsoft Word, Excel and Outlook
- Basic knowledge of building maintenance
- Previous experience in a customer service role and environment

**Professional Qualifications**

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- GCSE's Grade A-C (or equivalent) including Maths and English essential

*The company operate a stringent employee referencing and verification process when we on board new joiners (temporary or permanent), which means if you are offered a role with us we will ask you to make honest and open declarations about your past employment, qualifications, financial history and credit/debt history. It can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us.*

*Any unsolicited CV's/candidate profiles submitted through our website or to employees of Hyperion Services Limited outside of the HR function are considered property of Hyperion Services Limited and are not subject to payment of agency fees. In order to be an approved Recruitment Agency/Search Firm for Hyperion Services Limited, a formal Hyperion Services Limited agreement must be signed by an authorised member of Hyperion Services Limited HR function. CV's must be submitted according to our candidate submission process, which includes being actively engaged on the particular search, if the candidate submission process is not followed, no agency fees will be paid by Hyperion Services Limited.*