

1. General Information

Job Title	Helpdesk Consultant
Department	Payrite Helpdesk
Line Manager	Payrite Helpdesk Team Leader

2. Position Objective

In two or three sentences write a brief summary of the major duties and responsibilities of this position.

This role involves providing day-to-day support to users of Payrite. The Helpdesk Consultant is responsible for the speedy, efficient and professional resolution of client queries whilst building and maintaining good relationships with the clients.

3. Duties & Responsibilities

Group the job duties / tasks into major areas of responsibility and list together with the percentage of time required.

Major Areas of Responsibility	Percentage of Time Required (increments of no less than 10%)
Dealing with client queries on the phone	35%
Dealing with client email queries	25%
Support of Payrite Consultants, including investigating issues, requesting data and supporting on-site activities	10%
Assisting Account Managers with client queries	10%
Supporting the Bureau with Payrite queries	10%
Hosted environment maintenance	10%

List secondary tasks that are undertaken, these are outside of the main purpose of the role, may be temporary in nature or specific to an individual.

Secondary Responsibilities

Ad hoc reporting for management
 Sending e-shots
 Possible client training over the phone\ dialled in

4. Key Working Relationships

Detail other roles in the company with which there is regular contact and describe the purpose of this contact. Also consider external contact that the role has on a regular basis.

Job Title/Department	Purpose of Contact
Payrite Consultants	Assistance with client support
Payrite Development	Development queries.
Payroll services - Payroll Managers	Liaising re bureau clients and support
Account Management	Assistance with client support
Bottomline	Support of Winbacs

5. Decision Making Authority

(a) List any formal guidelines, policies, and procedures etc. that exist to guide the work and which must be complied with in fulfilling the job responsibilities.

General HR policy documents
 Helpdesk Procedural documentation

(b) What issues should be referred to a manager / team leader before taking action?

Complaints, escalation and commercial decisions that could have an impact on FMP Global.

(c) Which of the following statements best describes the decision making authority of this role?



- Follows routine procedures; no independent decision making; performs work under close guidance.
- Some independent decision making; makes recommendations; others take action; performs work under moderately high level of guidance.
- **Makes recommendations and gives direction to others; performs work fairly independently or with minimal guidance.**
- Independent decision making; takes independent action with little direction or supervision.

6. Job Specification

Summarise the specific knowledge, skills and abilities the job requires.

Factor	Essential	Desirable
Qualifications		Payroll qualification
Experience	Customer Service	Technical Helpdesk
Knowledge	IT proficient Experience of Excel, Word & Outlook	Payroll
Communication Skills	Excellent written & oral Ability to work well within a team	
Personal Attributes	Punctual and Professional Ability to multi-task & prioritise work load Ability to work under pressure and to tight deadlines	

7. Special Job Conditions

Describe any special job conditions that apply to this position. Include amount of travel, substantial overtime, shift work etc.

<p>The Helpdesk hours are 8.30-5pm Own transport is required due to office location</p>
