

REDROW GROUP SERVICES LIMITED

JOB DESCRIPTION

Employing Company:	Redrow Corporate Services
Location:	St David's Park
Job Title:	Office Junior
Reports to:	Supply Co-ordinator
Accountable to:	Support Manager
Job Purpose:	To provide the IT Support Team with full administration support and to work with colleagues to deliver a comprehensive Group Information Technology service to Redrow.
Scope:	The person must be reliable, conscientious and able to work in a busy team environment, displaying common sense and flexibility in supporting other team members.

Key Responsibilities

1. To assist the IT Supply Co-ordinator/Support team with their day-to-day administration tasks.
2. Provide assistance with all aspects of provisioning, delivery, configuration, packaging, shipment, installation, returns and disposal of equipment, including lifting and moving, demonstrating a keen customer awareness and focus at all times.
3. Assist with the administration of the IT equipment build list and the management of customer expectations.
4. Assist with the co-ordination of site construction and sales office IT installations, maintaining topicality of required records at all times.
5. Assist with the departmental day-to-day operational activities (as required).
6. Lifting and moving IT equipment (PCs, printers, servers, etc.) in a safe manner and in accordance with the Group Health & Safety guidelines.
7. Provide assistance to the IT Help Desk - general call taking and incident recording.
8. To assist with photocopying and collation of material.
9. Ensure department office space is kept clean, tidy and organised at all times.
10. To assist the IT Support team with handling telephone enquiries from Redrow employees and others by ensuring detailed messages are taken when necessary and then directed to the relevant member of the team.
11. Departmental filing on a day-to-day basis.

12. To provide general ad-hoc support to the IT Support team as and when required, displaying both common sense and flexibility in doing so.
13. Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
14. At all time comply with company policies, procedures and instructions.
15. Implement new ideas and methods and continue to seek ways of both improving contribution to the organisation's goals and enhancing the reputation of the company.
16. To identify the need for improved office procedures.

These are illustrative duties and the post holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.