

Job Description



Job Title:	Helpdesk Co-Ordinator
Reports to:	Category Lead – CMS & Workflow
Grade:	6
Date:	February 2026

1. Job Purpose

Reporting to the Category Lead, this role will coordinate a team of Helpdesk Support Officers to delivery of an effective helpdesk function, working to resolve queries and support users of YPO's Commercial Management Solution (CMS), including internal YPO colleagues, customers and suppliers.

Acting as an initial point of contact for colleagues across YPO, suppliers and customers, offering a knowledgeable, helpful and responsive service.

To develop a broad understanding of legislative and best practice procurement principles in order that YPO can offer an outstanding customer experience and achieve best practice contract and supplier management.

Provide support and advice to onboarded customers on the procurement process (e.g. timescales, accessing YPO framework agreements in system, etc.).

To support CMS users in receiving and sharing information, ensuring that queries are escalated as appropriate and managed in a timely manner, in accordance with YPO standards.

To develop an understanding of the procurement functions across YPO, their scope and organisational relationships in order that suppliers and customers may be directed accordingly where the response cannot be handled by the post holder.

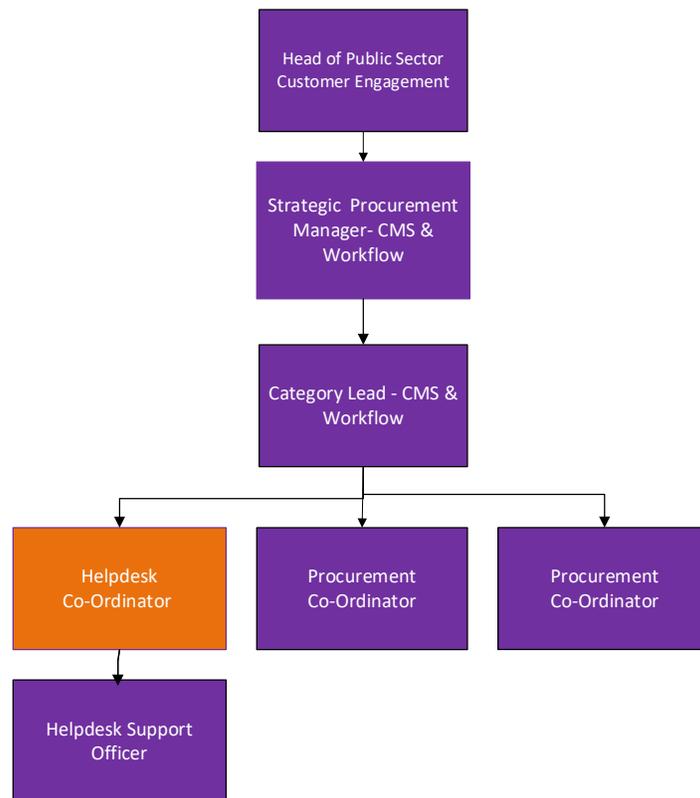
Assist with the onboarding process of new YPO CMS clients.

Ensuring the timely resolution of queries and tickets raised on the helpdesk.

Agreeing and managing a set of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) that underpin the service offering.

To act, at all times, in accordance with YPO Values.

2. Organisational Structure



3. Dimensions

To support the helpdesk function which provides assistance to CMS users across YPO, onboarded customers and suppliers.

The Procurement Department currently has a turnover of £800m across 100 frameworks, which are used by a wide range of public sector organisations. This is in addition to contracts for internal services. YPO has 5000+ suppliers.

No budget responsibilities.

Line management responsibility for Helpdesk Support Officer(s) in the team.

4. Principal Accountabilities

To provide advice and guidance and deliver an efficient and professional helpdesk service.

To deliver excellent customer service to all YPO colleagues, suppliers, customers and those contacting YPO.

Act as main point of contact for emails and telephone calls from all internal departments, suppliers and onboarded customers; making decisions on whether queries can be dealt with independently or should be passed to relevant colleague / team.

Receive calls and emails to the helpdesk and follow agreed procedures for recording, initiating action, responding to helpdesk user and updating relevant CRM systems.

Complaint handling – Liaise effectively with relevant individual / teams to ensure a prompt resolution to enquiries by customers and suppliers.

Ensure all records are kept accurately and confidentially; in line with YPO policies.

Prioritise all incoming work on a daily basis, including responding quickly and appropriately to urgent / important issues.

To provide ad-hoc support to internal CMS users / the procurement department, including the filing of information electronically and manually, in an organised manner.

To be the main point for accepting and providing initial response to both sensitive and complex information on behalf of the department, chasing responses where appropriate.

To participate in the development, implementation and updating of Standard Operating Procedures (SOPs) relating to the helpdesk team and its operation.

To acknowledge own limitations relating to knowledge and skills and refer to colleagues for support and advice when required.

To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

5. Planning and Organising

Administration, such as filing / record keeping, ad-hoc project work.

Prioritisation of workload on a daily basis.

Ensuring helpdesk Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) are met.

Provide timely and appropriate resolution of helpdesk enquiries.

6. Decision Making

The focus of the role is to coordinate the delivery of the CMS helpdesk, supporting the helpdesk team to provide a first-line service to CMS users. Exercising autonomy and decision-making within the scope of the role and a pre-agreed framework.

The postholder will be required to make decisions on how best to communicate information on CMS system updates, downtime and changes in helpdesk support.

7. Internal and External Relationships

CMS users across YPO; primarily in the procurement department and finance teams.

External relationships with suppliers, customers and others contacting YPO for advice and support.

Internal relationships with teams across YPO, including Contracts & Compliance, Finance, Sales, Customer Engagement, Customer Services, Marketing, Business Intelligence & Data.

Communicate: written and verbal communication both internal and external at all levels and across a range of professions and disciplines.

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
Basic understanding of the public sector.		x	AF & I
Demonstrable experience of MS Office applications.	x		AF & I
Basic understanding of public sector procurement	x		AF & I
Familiar with the operating an e-procurement / e-tendering / complex finance system.	x		AF & I
Skills			
Sound administration and analytical skills.	x		AF & I
Sound understanding of the further / mini competition process and a basic understanding of the wider public sector procurement rules.	x		AF & I
A positive and flexible team-working outlook.	x		I
Good communication and interpersonal skills by telephone, email and face-to-face.	x		I
Sound IT skills.	x		AF & I
An excellent telephone manner and excellent, accurate command of written language, able to explain in a clear manner.	x		AF & I
Data analytical skills, reporting writing and data interrogation.	x		AF & I
Qualifications			
Business Administration NVQ Level 2, or equivalent.	x		AF
Customer Service NVQ, or equivalent.		x	AF
GCSE Maths and English C or above, or equivalent.	x		AF

9. Special Features

N/A

Jobholder Signature:**Manager Signature:****Date:**