

JOB DESCRIPTION

TITLE: Estates Administrator

GRADE: Scale 3

RESPONSIBLE TO: Facilities Manager

PURPOSE OF JOB

- Provide day to day administrative support to the Estates & Facilities Teams by assisting in the preparation of documents and reports, taking minutes of meetings, mandatory data and filing for the programme.
- The role will include - Inputting of reactive calls onto in-house CAFM reporting system – assigning jobs to facilities assistants and maintenance operatives handling calls from college staff, contractors and suppliers concerning ongoing reactive or PPM work, updating the FM reporting systems with any outstanding work orders.

MAIN DUTIES AND RESPONSIBILITIES

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.

- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

- 2.1 To participate in college-wide projects and tasks;
- 2.2 To work in other support services areas to meet the specific needs of workload peaks;
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College

3. Particulars to the Post

- 3.1 To report and log work orders through the college's helpdesk system and follow up on outstanding work orders
- 3.2 To provide an administrative service, including word processing, data entry, filing telephone calls, email, and reprographics, sorting and distributing mail.
- 3.3 Assist in purchase orders and invoicing, ordering stationery, cleaning materials, any consumables, health and safety orders
- 3.4 To issue keys, monitor stock and order stock for classroom keys, cabinet keys update key register
- 3.5 To assist with post room duties which includes receiving deliveries, franking sorting and distribution of mail and the dispatch of outgoing mail.
- 3.6 To develop and maintain effective filing systems for the storage and prompt retrieval of information/paper ensuring that filing is completed on a weekly basis.
- 3.7 To maintain a system of records and files for the Estates department order/invoice system.
- 3.8 To keep records of keys issued to staff and maintain stock levels
- 3.9 To deal with enquiries from suppliers and contractors
- 3.10 To work effectively as a team member, contributing to the development and maintenance of standards of excellence for the administrative service.
- 3.11 To administer and maintain a system of records for college transport bookings.

- 3.12 To ensure that all telephone calls are dealt with in a professional, prompt and in a courteous manner
- 3.13 Provide first level contact and convey resolutions to customer issues
- 3.14 Properly escalate unresolved queries to the next level of support
- 3.15 Track, route and redirect problems to correct resources
- 3.16 Walk customers through problem solving process
- 3.17 Follow up with any queries from staff, provide feedback and see problems through to resolution
- 3.18 Utilise excellent customer service skills and exceed customers' expectations
- 3.19 To maintain and store an adequate stock of stationery, liaising with the appropriate personnel.
- 3.20 To work at other locations within the group on a temporary basis to assist the smooth running of the service in times of staffing difficulties.
- 3.21 Support the department by issuing of parking permits, ID cards to, tenants and occasionally to college staff and updating the access control on a regular basis.
- 3.22 Own, maintain and update the site CAFM system in relation to all reactive tasks under their control and management.
- 3.23 Supervise the servicing, checking and record keeping associated with the college fleet to ensure they are carried out to the required standard.
- 3.24 Regularly update the room occupancy register and ensure that all rooms on site are maintained to a high standard – room utilisation.
- 3.25 Request for the removal of waste from the premises, monitored weekly .
- 3.26 Update the site asset register on a regular basis
- 3.27 To cover security or reception when short staffed
- 3.28 Invigilating during exams periods when required.
- 3.29 Update the energy data reports on a monthly basis
- 3.30 Regularly check the standard of cleaning in communal areas and report back to cleaning department for improvement.
- 3.31 Dealing with room bookings for external clients making sure that rooms are set up to the required standard, coordinate the booking of events
- 3.32 Escorting of contractors/suppliers whilst within the premises if they have not go a DBS

4. Specifications

- 4.1 Experience of working on a facilities helpdesk, such as dealing with queries and enquiries.
- 4.2 Knowledge of Excel, PowerPoint & word
- 4.3 Excellent communication skills both written and verbal and oral
- 4.4 Excellent time management skills
- 4.5 Able to handle confidential information
- 4.6 Strong organizational and prioritization skills., excellent record keeping skills

- 4.7 High levels of customer care skills particularly on the phone and especially helping support other team members.
- 4.8 A demonstrated ability to produce word – processed documents to a minimum standard of accuracy.
- 4.9 The ability to work positively within a team establishing good team relationships at all levels across the college.
- 4.10 The ability to work without close supervision using own initiative
- 4.11 Attention to detail and able to multi task
- 4.12 Experience of working to targets and deadlines.

5. Additional Information

This job description will be regularly be reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.