



JOB DESCRIPTION

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| Position/Title: | Estates Administrator |
| Band: | 3 |
| Directorate/Department: | Estates, Fleet & Facilities Management |
| Location: | Based at Broughton |
| Accountable To: | Estates Business Officer |
| Job Purpose & Summary | <p>To work with the Estate Support team in the support of the implementation of policy and strategies for the operational management of Estates services thereby helping to maintain and improve the buildings and services for staff and visitors.</p> <p>To also provide a pro-active frontline estates support function.</p> <p>Day to day responsibility for the Estates helpdesk and support systems, administration tools and record keeping relating to maintenance contracts in accordance with audit requirements and financial instructions</p> |
| Structure | <p>Head of Estates Estates Business Officer Estates Support Team</p> |

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| Key Duties & Responsibilities | <ul style="list-style-type: none"> • Support the Estates Business Officer in ensuring the effective management of all estate operational issues and Trust policies. • Ensure appropriate premises/equipment maintenance plans have been recorded and maintained and offer suggestions for improving existing plans to the Business Officer • Support with the management of Estate services, ensuring appropriate maintenance / Health and Safety Issues are followed through and effective liaison with facilities providers to address problem areas. • Set up, manage and maintain appropriate Estates databases, including our CAFM system and the departmental shared drive to support the management of Estates services within the Trust and provide support & training for the end-users of the databases. • Monitor performance of contractors against KPI's and/or SLA carrying out routine estate maintenance works and report any performance issues to the relevant Estate Manager. • Provide project support to managers, acting as a first point of contact for any enquiries relating to those projects. Establish and maintain project library database, reports and resources. |
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| | <ul style="list-style-type: none"> • To provide a helpdesk service working within the set parameters and referring to managers when appropriate. • Support the management and monitoring of Estates related contracted out services including various building contractors and consultants. • Provide support to the Management team during the preparation of relevant policies and procedures relating to the Estate to improve working practices. • Liaise with Suppliers and Contractors to assist in delivering effective and efficient services. • Liaise with third-party maintenance/service providers where the Trust occupies lease properties to resolve issues affecting Trust employees. • Take, transcribe and type up minutes for departmental and Estates related meetings • Arranges meetings and appointments within and on behalf of the department, resolving any conflicting diary appointments and work schedules. Organise room bookings and any equipment and refreshment requirements. • Arranges travel and hotel bookings for members of the Estates team and when required, co-ordinates annual leave ensuring adequate cover. • Provides support to other managers within the Directorate. • To comply with Trust standing financial instructions and support any evidence needed to demonstrate compliance. • Liaising with Finance Department regarding payment of accounts, dealing with enquiries and resolving any issues in support of and alongside the Estates Managers. • Utilise the Trust's electronic purchasing system for the requisition of goods and services and receipting upon delivery. • Works autonomously, within defined parameters, seeking advice from Line Manager when required. • Deal with telephone enquiries from members of the public in relation to Trust Estate (e.g. property boundaries) and action accordingly. • Assist in ensuring compliance with all Trust building / Health and Safety regulations and policies. • To keep up to date with Trust requirements relating to the Estates Strategy and ensure the administrative services evolve to fulfil these requirements. • Attain knowledge of procedures for operational maintenance through practical experience and on the job training. • Analyse and compile detailed reports relating to performance statistics for submission to Estates SMT and committees. • Requirement to uphold confidentiality of all records and information in line with GDPR regulations and adhere to the Trusts policy and procedures • Responsible for Estate administration and data storage, constant use of computer software to create complex records, documents, spreadsheets and reports. |
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| | <ul style="list-style-type: none"> • Work pattern unpredictable, frequent interruptions to deal with operational issues, which impact on staff welfare and mobilisation • Responsible for ordering and maintaining Estate office equipment and services. • Assist in the training and induction of new starters within the department if required. • Support the Managers in the application of the Control of Contractors policy, e.g. issuing permits. • Occasional travel (driving) and a requirement to attend meetings as required. • Participate in the appraisal process and take responsibility alongside the Estates Business Officer to identify appropriate Personal Development Plans. |
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| General Duties and Responsibilities | <ul style="list-style-type: none"> • Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust. • Act within acceptable parameters as an employee/ Manager for the trust, having regard to the applicable 'Code of Conduct for your role and ensuring own practice is in accordance with Trust policies. • Maintain own CPD and contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to role. • Regularly review own practices and makes changes in accordance with current and/or best practice, makes suggestions for improved practice and identifies where other activities affect own practice. • To achieve and demonstrate agreed standards of personal and professional development within agreed timescales. • To contribute positively to the effectiveness and efficiency of the teams in which he/she works. • To contribute to a healthy, safe and secure working environment by adhering to health and safety regulations, Trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary. • To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity. • Requirement to uphold confidentiality of all records and information in line with GDPR regulations and adhere to the Trusts policy and procedures • To raise concerns around risk, malpractice or wrongdoing at work, which may affect patients, staff or the organisation, at the earliest reasonable opportunity. • To abide by the NHS values and the NHS Constitution, all staff must maintain the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole. <p>The post holder will be required to adapt to and undertake different or New duties in line with professional and service developments This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.</p> |
| Key Relationships | <ul style="list-style-type: none"> • Estates & FM Management Team • Procurement and Finance teams • External suppliers/stakeholders |

For Administrative purposes only

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| Prepared/ reviewed by: | |
| Approved date: | |
| Review date | |
| ID No | |

| COMPETENCY PROFILE | |
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| Estates Administrator | |
| Experience and work achievements | |
| Educated to a minimum of GCSE level in 5 subjects including literacy and numeracy or equivalent. | Essential |
| NVQ 3 in Business Administration or IM&T or equivalent experience | Essential |
| European Computer Driving License or equivalent. | Desirable |
| Evidence of continual professional development | Essential |
| Skills and abilities | |
| Minimum of 1 years experience of working within an Administration capacity. | Essential |
| Excellent customer care skills | Essential |
| Experience of working within a helpdesk/customer service environment. | Desirable |
| Knowledge of full range of office procedures, software programmes acquired through NVQ III in Business Administration and ECDL including advanced keyboard skills and Microsoft Office. | Essential |
| Knowledge of a Computer Aided Facility Management (CAFM) system | Desirable |
| Experience of minute taking | Essential |
| Experience of working in the NHS and /or building trades. | Desirable |
| Health and Safety knowledge | Desirable |
| Possess a full driving licence | Essential |
| Personal attributes | |
| Ability to work independently, using own initiative and to tight deadlines | Essential |
| Assertiveness | Essential |
| Confident Manner | Essential |
| Diplomacy | Essential |
| Flexibility | Essential |
| Excellent verbal/listening skills | Essential |
| Committed to continuing personal development | Essential |
| Ability to work well within a team | Essential |