

Candidate **information**

# Senior Estates Administrator

# **Job Description**

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| **Post Title:** SeniorEstates Administrator | **Post Reference:** JD186 |  |
| **Summary of the Role:**    To provide a helpful and professional support service in line with 2gether Support Solutions (2SS) requirements in order to maintain a safe hospital environment. To provide administrative and clerical support to the Estates Management Team and to act as a point of liaison between Estates and all other stakeholders in the organisation and its client’s.  The Senior Administrator leads and motivates the administration team to consistently deliver high standards of service to our customers. Monitoring the team within pre-defined performance parameters, they will champion excellence, using their skills and experience to maintain adequate and safe levels of staffing to facilitate the delivery of the full suite of administration functions.  Working across multiple technology platforms and various systems, the postholder will have good experience using IT systems and an affinity for learning new technologies swiftly. The Senior Administrator must be able to multi-task effectively to manage at pace, utilising excellent communication skills and handling escalations or incidents as required. They will work closely with the Head of Estates as needed, helping to identify efficiencies or process improvements.  As this role is part of a contract wide team-based administration service and to ensure continuity of the service, the role will also include working on the Estates Helpdesk, undertaking and managing of Minor New Works duties and supporting the Compliance team with tendering and placing contracts, when and where required. | | **Reports to:** Head of Estates. |
| **Base / Location:**  TBC, but flexibility is required as attending the three main sites may occasionally be required to undertake training, satisfy operational needs and cover sickness or annual leave. |
| **Key Responsibilities** | | **Working Relationships & Contacts** |
| * Act as a point of contact on behalf of the Management Team and deal effectively and courteously with all enquiries from other departments within the organisation and its clients. * The Senior Administrator will have a complete understanding of all activities and processes undertaken by the Administration teams so that they can support in the event of holidays or sickness and also train new starters. * They will be a “Super User” on all electronic systems used by the Estates teams and be able to train all staff in the operation of them. These include, but are not limited to the Health E-Roster, Planet CAFM, Business World, Zeta Safe, Sky Visitor, GoPad, MiCAD & Meg. * They will have ownership of the Estates documents held on the Shared Drive & Teams sites and will develop & maintain them on behalf of the HOE. * They will understand the capabilities of all estates staff so that jobs can be allocated directly to them via Planet by the admin teams. * They will investigate where the Planet system can be better utilised to support the contract and its deliverables. * They will closely support the HOE's & their engineering teams, hence allowing them to concentrate on their core duties. * Preparing data for dashboard reports from all systems, as requested by the Head of Estates (HoE). * Assist in recruitment and development of staff. Conduct appraisals and monthly 121s. Monitoring of absence due to sickness & annual leave and ensuring return to work interviews are carried out in a timely manner. Ensure all staff undertake mandatory training as per requirements. * Recording of holidays, sickness and training. * They will attend meetings, take minutes and write them up * They will manage the diaries and undertake assistant duties for the Senior Leadership Team where required * Other appropriate duties as allocated by the Head of Estates. * The postholder must be able to understand and comply with regulatory and legal requirements in respect of confidentiality and General Data Protection Regulations (GDPR). * Comply with company policies and procedures and to adapt to operational changes as they are implemented. | | **Internal:**  Managers and team  Leadership team  Relevant stakeholders and service providers  Procurement  **External:**  Liaising with external clients and contractors  Suppliers of goods and services |
| **Job Dimensions:**  **Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)** | | **Performance measures and KPIs** |
| * Being able to make sound independent decisions ensuring that a quality service is provided at all times, whilst coping with a demanding workload. * Communicate effectively to provide advice and instruction to staff on a range of matters. Provide information requiring tact and persuasive skills where there are barriers to understanding. Explain work procedures supporting the introduction of new equipment or work practices. * Work autonomously within defined parameters to ensure expected results are achieved which are output measured * Organise own work schedule and adapt as required to meet commitments of others within the agreed timescales and escalate, where not possible. | |  |

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| **Person Specification:**  **(Please state Essential (E) or Desirable (D)** |  |  |
| **Knowledge & Skills:**   * Advanced keyboard skills (E) * Ability to minute take (E) * Ability to prioritise workload and meet deadlines (E) * Ability to communicate with, co-ordinate and liaise with a multidisciplinary team (E) * Ability to remain calm in a busy environment whilst working under pressure (E) * Able to make judgements involving facts or situations requiring some analysis (E) * Data entry, text processing, storage of data, numeracy, accuracy and attention to detail (E) * Ability to undertake surveys and audits as necessary to own work (E) * Excellent organisational skills (E) * Ability to use own initiative (E) * Adaptable (E) * Excellent interpersonal skills e.g. interact with colleagues and clients courteously (E) * Possess good demonstratable technical engineering knowledge (D) | **Experience**   * Leading administration teams (E) * Demonstratable experience in using IT applications including Excel, Word, OneNote, Outlook & Teams (E) * Experience working with data management systems (E) * Experience working with Purchasing and finance systems (E) * Previous experience working within a busy administrative environment (E) | **Qualifications**   * Computer literate including Word and Excel and use of software packages e.g. Microsoft Outlook & PowerPoint (E) * GCSE in Maths & English or Equivalent (E) * NVQ Level 3, RSA level 3 or equivalent (D) |

**Essential Health and Safety information**

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| **Does the post involve…** |  | **Y** | **N** |
| **Confined spaces?** | A “confined space” means any enclosed place, such as may need to be accessed by estates staff for maintenance such as loft spaces, plant rooms or flues. |  | **** |
| **Driving?** | This means driving a company vehicle, passenger carrying vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work. |  | **** |
| **Exposure to substances hazardous to health?** | This is where risk assessments have identified known health hazards (chemical, biological or radiological). For example, designated latex glove user. |  | **** |
| **Hand arm vibration exposure?** | This includes hand held tools such as drills, saws, gardening tools, domestic cleaning tools and other power equipment. |  | **** |
| **Hand washing?** | This means washing hands 20 plus times per working day. |  | **** |
| **Lone working?** | This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms). |  | **** |
| **Manual handling?** | This means all job roles where there are specific manual handling / patient handling requirements. |  | **** |
| **Night working?** | This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am). |  | **** |
| **Noise exposure?** | This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise. |  | **** |
| **Work at heights?** | A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving. |  | **** |