

Job Description

Estates Administrator

Responsible to: Estates Administration Manager

Payscale: CHA20

Description of Role

To provide support and administrative duties to the Estates Team and provide administrative support to the Sense Property Portfolio in terms of managing and maintaining a repairs help desk/line and administration/maintenance of the Estates data base/management software suite for all compliance and property related matters.

Specific Responsibilities

1. General Administration

- 1.1 To administer and maintain the Estates Management Software (currently Property Tracker) with accurate current information.
- 1.2 To administer, maintain, organise and communicate all Estates related compliance actions and associated documentation utilising the Estates Management Software.
- 1.3 To provide and administer a help desk function for emergency/reactive repairs for the Sense Property Portfolio utilising the Estates Management Software in conjunction with the Regional Surveying Team.
- 1.4 To administer and ensure accurate records are kept up to date carrying out data entry where necessary using Microsoft Office
- 1.5 To administer and ensure that Estates related insurance claims are processed and monitored in liaison with Sense's Fleet & Insurance Team, Broker & Insurer as necessary.
- 1.6 To administer and ensure that Estates Team related accident/incident data is registered and monitored in line with Sense's Incident Procedure.
- 1.7 To administer & ensure that all Estates related payments requests are processed in a timely manner and within Sense Finance guidelines.
- 1.8 To be the first point of contact for all telephone calls regarding Estates matters and ensure all enquiries are dealt with in a professional manner and allocated to correct team member as necessary.

- 1.9 To work closely with the Head of Estates and the Surveying Team in implementing and maintaining administrative systems.
- 1.10 To maintain and update the Estates related processes & procedures
- 1.11 To maintain and manage databases and spreadsheets
- 1.12 To carry out and organise, as required, services, equipment and procurement orders
- 1.13 To provide an ad hoc reception service as and when required
- 1.14 To administer and organise Estate Team related meetings.

2. Project Work

- 2.1 To support and contribute to Estates Team projects
- 2.2 To provide administrative support in relation to budget related work.
- 2.3 To assist in the review and further development of the emergency/reactive help desk function
- 2.4 To assist in the review and further development of Estates Management IT applications.

3. General

- 3.1 To build good relationships with colleagues in order to communicate effectively
- 3.2 To develop and maintain a good understanding of Estates policies and procedures.
- 3.4. To undertake the duties of the post in accordance with Sense policies particularly in relation to Equalities and Health & Safety.
- 3.5. To ensure the security of confidential information.

Note: 1. You may be required to undertake other duties as directed within the scope of the role.

Note: 2. Hours of working will be 37.5 per week Monday - Friday providing help desk cover from 9am to 5pm.

Person Specification

Estates Administrator

1. Experience

- 1.1 Experience of working within property/estates management or similar and/or experience of providing administrative support in a busy office environment.
- 1.2 Experience of using a range of IT applications including Word, Excel and Exchange and the ability to upload and retrieve information from databases.
- 1.3 Experience of providing a customer focused service.

2. Skills

- 2.1 Good communication skills in order to liaise effectively with staff at all levels, contractors and representatives of external organisations.
- 2.2 Good organisational skills in order to manage workloads and ensure deadlines are met.
- 2.3 Good numerical skills in order to process invoices and manage financial data.
- 2.4 Good interpersonal skills in order to build and maintain effective working relationships at all levels.

3. Knowledge

- 3.1 General awareness of the work of Sense Deafblind Charity.
- 3.2 Awareness of the importance of Equalities and Health & Safety policies.
- 3.3 Awareness of the importance of Data Protection and practical ways of ensuring the security of confidential information.

Date: November 2017