

Administration Assistant - Estates and Campus Services - Grade E

Job Description

Purpose

To assist and provide day to day administrative support to the wider Estates team.

To provide a first point of contact for internal and external customers. Ensure all Estates Services Helpdesk, Reception, Car Parking, and general enquiries are dealt with and resolved by utilising the Computer Aided Facilities Management (CAFM) and booking software.

Duties

1. Provide general and technical administrative support, reporting to Managers and Senior Managers: to include the processing of Purchase Orders and Invoices, support Management meetings, the maintenance of records, assisting in the production of specifications and quotations and general documentation. Ordering goods and materials as requested and general administrative duties using their own initiative.
2. To be a focal point of communication with Estate Services and across the University, relaying information in a timely manner. Process project work, urgent reactive and planned preventative maintenance requests, working with the Maintenance Team, and notifying Contractors for the work to be completed. Assist in ensuring all work is Value for Money, managing specific Contractor and Supplier processes.
3. Implement and follow procedures to ensure the effective operation of the Estate Services Helpdesk, Car Parking, Vehicle administration and Contract Management processes. Assisting with contractor liaison to ensure projects proceed on time and to budget: feeding back to customers on progress as requested.
4. Operate relevant booking systems and to be responsible for processing absence returns, overtime claims and time sheets. To liaise with the Payroll Department and other parties as required.
5. Utilise the appropriate software to ensure all Car Parking permit requests are processed, to include the management of the database and liaising with colleagues across the University to ensure accurate staff salary deductions.
6. To arrange and service meetings, prepare agendas, minute meetings, distribute action sheets, maintain records, and check actions taken as and when necessary: to include organising parking bookings for internal and external events and meetings liaising with other departments within and external to Estates.
7. Procure and manage the Estate Services supplies and assist in the procurement of miscellaneous purchases including the tracking and maintaining Estates budget information.
8. Co-ordinate Estates marketing needs and liaise with the relevant teams to e.g.: update of Intranet.
9. To be mindful of regulations and legislation on both GDPR and Freedom of Information and to Safeguard Standards of Security/Confidentiality.
10. To undertake any other reasonable duties as required by Estates Management and

appropriate to the grade.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of providing technical administrative support to a large multidisciplinary team (Application/Interview).
- Experience of providing customer focused service (Application/Interview).
- Experience of document management, operating filing systems and developing and administering support procedures (Application/Interview).
- A range of GCSEs including English Language and Math (minimum grade C/grade 4 or above) or appropriate equivalent, or significant experiential learning (Application).
- Excellent organisation skills, accuracy, and attention to detail (Application/Interview).
- Experience of using a variety of IT packages including Microsoft Outlook and Excel and to create and maintain databases to produce reports (Application/Interview).
- Excellent oral and written communication skills (Application/Interview).
- Ability to work flexibly and see tasks through to completion (Application/Interview).
- Ability to deal with conflicting and challenging situations (Application/Interview).
- Ability to work independently and as part of a team (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of specialist software systems including Archibus CAFM (Application/Interview).
- Experience of the processes and terms used in the supply chain and project management (Application/Interview).
- Experience of finance, purchase ledger experience, data collection and project administration (Application/Interview).
- Experience of Estate Services/Professional Estates consultancy office environments (Application/Interview).
- Experience of drafting letters, memos and of minuting meetings (Application/Interview).
- Microsoft qualification or similar in use of Excel/Word (Application).