

Administration Assistant – Estates and Campus Services – Grade E

Job Description

Purpose

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

To provide a first point of contact for internal and external customers, by ensuring all Estates Services Helpdesk, Reception, Car Parking, and general enquiries are dealt with and resolved by utilising the relevant software.

Duties

1. To arrange and service meetings, prepare agendas, minute meetings, distribute action sheets, maintain records, and check actions taken as and when necessary.
2. Provide general and technical administrative support to Estate Services under the instruction of Project Officers and Senior Managers, to include:
 - the processing of Purchase Orders and Invoices,
 - supporting Contractor Management meetings and Contractor Control processes,
 - the maintenance of records, assisting in the production of specifications and quotations and general contract documentation,
 - ordering goods and materials as requested
 - general coordination of all information held on Suppliers.
3. Respond to internal and external phone, email and reception enquiries relating to Estate Services, the Helpdesk, Car Parking and Vehicle administration, ensuring all issues are dealt with in a courteous, timely and professional manner.
4. 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.
5. Operate the bookings systems for the University visitor parking reservations and organise parking books for internal and external events and conferences, in liaison with other departments within and external to Estate Services.
6. Maintain the University's monthly events master list in liaison with the Car Park Controllers.

7. 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.
8. To be mindful of regulations and legislation on both GDPR and Freedom of Information and to Safeguard Standards of Security/Confidentiality.
9. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
10. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of providing technical administrative support to a large multidisciplinary team; including experience of complex diary management and taking minutes (Application/Interview).
- Experience and confidence in the use of the Microsoft Office suite of packages, databases, electronic diary and filing systems (Application/Interview).
- Experience of working in an environment with a high degree of customer contact (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C/4 or above, or appropriate equivalent experiential learning (Application).
- Ability to work consistently under pressure, prioritise work and meet deadlines (Application/Interview).
- Strong verbal and written communication skills with the ability to research, organise, analyse, and present information both verbally and in the form of reports (Application/Interview).
- Ability to work unsupervised or as a member of a team and to exercise judgement and initiative (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 finance, purchase ledger experience, data collection and project administration (Application/Interview).
- Experience of Estate Services/Professional Estates consultancy office environments (Application/Interview).
- Experience of working in Higher Education or other similar multi-site complex organisation (Application/Interview)