



Erskine Stewart Melville

ESTATES ADMINISTRATION OFFICER

SCHOOL	• ESM
DEPARTMENT	• Estates and Facilities
REPORTS TO	• Estates and Facilities Coordinator

ROLE DETAILS	
PURPOSE OF THE ROLE	• Will provide administrative support to the Estates and Facilities Department.
ACCOUNTABILITY	• Accountable directly to the Head of Facilities & Estates.
AUTHORITY	• As delegated by the Head of Facilities & Estates.
RELATIONSHIPS	• Will work closely with colleagues across the Estates department, as well as internal and external stakeholders

DUTIES AND KEY RESPONSIBILITIES	• The Admin Officer will be responsible for responding to emails and phone calls in a timely, professional manner as well as maintaining filing systems and databases and oversight of shared mailboxes and ticketing systems • Will be required to take messages and welcome visitors, and ensure all contractors adhere to the Permit to Work system by signing in at the Estates Office. • Will help to manage maintenance requests through the reactive helpdesk system. • Will also direct visitors to other sites and receptions, liaising with key personnel as appropriate. • Will co-ordinate and arrange access for contractors. • Will perform all tasks necessary to ensure the smooth operation of the Estates Department. These will include typing, filing, photocopying, collating material for information packs, and the production of reports. • Will open and distribute, as appropriate, all the department's incoming mail. • Working closely with the Estates and Facilities Co-ordinator and providing cover for their absence. • Operate the Civica system/CAFM to ensure maintenance tasks are promptly resolved. • Ensure order/invoices are appropriately processed and recorded via the Finance system. • Manage the purchase and stock control of materials, tools and supplies • Take minutes for the Building Committee and produce minutes for approval by the Head of Estates and Facilities.
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PERSON SPECIFICATION		
	Essential Criteria	Desirable Criteria

Experience	• Previous experience providing secretarial and administrative support to a busy office	• Previous experience of working in a school or education setting
Skills/ Abilities/ Capabilities	• High level of proficiency in the full Microsoft Office package, specifically Word and Excel. • Excellent communication skills (orally and in writing) • Experience of building professional relationships with internal and external stakeholders (e.g. prospects and volunteers) • Excellent interpersonal and communication skills (orally and in writing), with an ability to handle sensitive and confidential information • Ability to use initiative, multi-task and prioritise own workload with good attention to detail • Strong planning and organisational skills with the ability to meet deadlines whilst working with conflicting demands • Independent, self-motivated and organised, with an ability to work as part of a team	
Personal Attributes	• High professional and personal standards • Workplace flexibility and a willingness to adapt to change with regards to how and when work is progressed	• Commitment to continuous professional development • Proactive nature