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Job description and person specification

Estates Business Administrator

Job description

Job title	Estates Business Administrator
College/Exec Group	Professional Services and Operations
Department/Team	Estates
Accountable to	Estates Administration Manager
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grade 3
Salary	£34,436 - £41,196 per annum
Location	Hybrid – CSM King's Cross/Home
Job family	Professional & Administrative
HERA reference	000417

Purpose of the Role

Estates is a busy department delivering a diverse range of services to staff, students and visitors to the University, which includes Facilities Management and associated contracts, Projects, Sustainability and Risk and Compliance.

Working as part of the Administration Team, the Estates – Business Administrator will be responsible for providing comprehensive administrative support within the Estates department.

The post holder will be required to work with colleagues to ensure a seamless service to the department, proactively assessing and identifying business and stakeholder requirements. To build collaborative relationships and common understanding with key stakeholders to ensure that the administrative service provision reflects the Estates business requirements.

Key Duties and Responsibilities

General Administration

- To provide full administrative support to the Estates Department including -
  - diary management
  - administrative support for meetings
  - answering the telephones
  - filing for the department dealing with general enquiries

- To assist in the preparation of Estates meetings, including but not limited to, the organisation of meetings, preparation of agendas, taking and producing minutes and production of associated action trackers in a timely manner, in liaison with meeting chairs to agreed timeframes.

- To assist in the day-to-day requirements of managing the locker management for King's Cross hybrid office space etc.

- To act as a point of contact between internal and external customers, stakeholders, and suppliers to assist in the resolution of any issues and keep relevant managers informed.

- Maintain the office procedures and assist in organising any operational requirements, including but not limited to distribution of post within Estates, assist in the arrangement of training, maintaining email distribution lists, management of email inboxes and maintaining office supplies etc.

- Greeting all visitors that come into the department and directing them to the appropriate Estates member of staff.

- Provide cover within the Estates Team when there are sickness and holiday absences.

- Carry out daily/weekly checks on the 5th floor hybrid office space in King's Cross, such as checking copiers are working and are fully stocked, stationery stock is checked, and any health and safety hazards are removed.

- To assist the Estates Helpdesk function during periods of absence or providing support to enable them to have team meetings.

Financial Administration

- Utilising the University's electronic finance system, raising/closing all purchase orders, coding and tracking of incoming invoices through to payment following the University's financial procedures.

- Obtaining authorisation from budget holders for invoices to be paid and assisting in providing information regarding the management of the various budgets.

- Tracking of all payments including chasing suppliers for information on invoice changes to enable accurate records to be provided to Estates management when required.

- Assist in the setting up and management of new suppliers following the University's procedures for approved supplier lists, which includes due diligence checks and providing remittance statements etc.

- Assist in the setting up of new users to the University's electronic finance system, updating authorisers and permission levels in line with any changes within the Estates team. To be a source of information in answering any queries in relation to the system.

- Manage the department's credit card usage and other expenses, providing the financial paperwork for collection to the finance department monthly.

Key working relationships

- Estates Department Senior Management
- Estates Projects Team
- Estates Facilities Management Team
- Accommodation Team
- Finance Team
- Procurement Team
- External Contractors and Service Partners
- College Academic and Technical Support teams
- Health & Safety team

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Educated to A level or equivalent, or equivalent experience.
- Experience of general administrative duties, including numeracy, typing and ability to pay attention to detail amongst a large volume of data received for processing.
- Good IT skills with proficiency in MS Office and accounting software; experience with Agresso Business World (ABW) is an advantage.
- Self-motivated, ability to use own initiative with a flexible approach to work.

Communication skills

- Good oral and written communication skills, with an ability to liaise effectively with a wide range of people in a professional and friendly manner along with good interpersonal skills.
- Minute and note-taking, producing succinct and accurate minutes with the ability to follow the main points of discussion in meetings and make quick but accurate summary notes of what was agreed or any actions.

Planning and managing resources

- Plans, prioritises and organises work to achieve objectives on time with good organisational skills.

Teamwork

- Ability to use own initiative and works collaboratively and flexibly within a team or with different professional groups, ensuring the principles of equality, diversity and inclusion are upheld.

Student experience or customer service

- Provides a positive and responsive student or customer service.

Creativity, innovation and problem-solving

- Uses initiative or creativity to resolve problems.