

nightingale hammerson

JOB DESCRIPTION

Post Title:	Estates & Facilities Administrator
Department:	Property Services
Full/Part Time:	Full time
Hours of Work:	39 per week
Location of Work:	Any Nightingale Hammerson Property (Remotely, as required)
Salary	£22,500 pa
Post holder Reports to:	Estates & Facilities Manager
Main Purpose of the Job As a member of the Property Services Team, you will be a key individual focusing on coordinating and delivering the Administrative services for Property Services department, comprising of the maintenance team and front of house team. You will be an integral member of the team to make the Property services function a success.	
Equal Opportunities Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all staff to understand and promote equality of opportunity in all aspects of their work.	
Health and Safety All staff are expected to take responsibility for their own health and safety, in so far as they can themselves, and to exercise reasonable care and caution in the execution of their duties.	
Nightingale Hammerson Values We expect all staff to display and uphold our core values which are: <ul style="list-style-type: none">• Compassion• Respect• Excellence• Dignity• Integrity• Team Work More information on our Mission and Values can be found on our website	

Duties and Responsibilities detailed below should be read in this context.

1. Assist in mobilising and coordinating the Estates helpdesk function and reactive requests for both Maintenance and Front of House services.
2. Assist in scheduling and coordinating the Contractor visits for specialist and or planned maintenance activities.
3. Create and maintain robust administrative systems and databases for excellent record keeping of contractual documents and for regulatory compliance and CQC inspections.
4. Act as the frontline response to all telephone, face to face and or email requests, queries etc. and ensure appropriate team member is informed as necessary.
5. Provide and receive information that may require communicating to the team, other departments or contractors. This information may be either routine, confidential or sensitive.
6. Undertake research, locate information, compile data, documents and spreadsheets and to undertake any analysis, appropriate to this role, as may be required.
7. Help in creating sustainable databases of information to support the running of department.
8. Raise purchase orders for the department, help the management team to define and maintain an adequate stock level of essential items for the department to perform efficiently.
9. Assist in setting up new supplier (or updating details of existing supplier) on the financial system
10. Preparation of departmental invoices for authorisation for a timely payment.
11. Be innovative, identify areas for improvement in own working area and for the team, work on own and with others to improve these. Escalate concerns to the management team.
12. Prepare agendas and papers, take formal minutes of meetings as directed, producing accurate records of such meetings.
13. Administer specific email accounts in accordance with appropriate permissions and directions from the management team.
14. Attend training establishments/courses as necessary. Maintain training records for the team.
15. Carry out all aspects required of the role with complete professionalism and safe manner at all times. Promote a positive and safe culture.

Note:

The duties and responsibilities outlined in this job description although comprehensive are not definitive and you may be required to perform other duties at the request of Nightingale Hammerson Management Team.

This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.

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PERSON SPECIFICATION

Post Title:	Estates & Facilities Administrator	
Department:	Property Services	
The requirements listed below are considered to either be essential (E) to successfully undertake the duties and responsibilities of the post or are considered to be desirable (D) .		
Qualifications		
1.	A good general education	E
2.	NVQ Level 2 or above in Administration	D
Experience		
3.	Solid experience of working in a similar role	E
4.	Experience of working in an Estates department in a Healthcare setting	D
5.	In-depth working experience of creating and maintaining robust administrative systems, both manual and computerised	E
6.	Experience of working with building trades, contractors	E
Knowledge		
7.	Good working knowledge of MS Office packages	E
8.	Good working knowledge of CAFM system	D
9.	Basic knowledge of maintenance and repair procedures within Buildings of different types and age	D
10.	Basic knowledge of Statutory compliance relating to Building services, Firecode and H&S Act 1974	D
Skills / Ability		
11.	Ability to effectively communicate and work with and for elderly people	E
12.	Analysing and effective prioritising of workload, Multitask	E
13.	Promote Proactiveness and Positivity	E
14.	Excellent interpersonal skills, verbal and written	E
15.	A good problem solver, and be able to work on your own initiative with minimum supervision.	E
16.	Flexible and creative thinking on developing solutions	E
17.	Communicate at all levels and with multidisciplinary teams	E
Special Conditions		
18.	Ability to work from any Nightingale Hammerson property and, as required, work remotely / from home.	E
19.	Ability to work overtime	D