

Job Description

Job Title:	Estates Administrator
Reports to:	Business Development Director
Responsible for:	N/a
Location	Head Office, Whiston with some travel
Grade:	5
Salary:	£28,462
Job type:	Permanent, full-time
Hours of work:	37.5 per week, Monday to Friday, 9am to 5pm

Job Purpose

To undertake a range of administrative processes with regards to the estates and facilities management function, and be responsible for implementing and maintaining effective systems and procedures, which support management of the organisations property portfolio. This includes leased land holdings and sites where CISWO has fiduciary interests. To ensure compliance with required legislation and organisational standards and liaise with tenants, contractors and other agencies, which will require site visits.

Key Responsibilities

- Be the first point of contact for a range of property and estates enquiries.
- Support the senior management team by providing detailed information from records regarding CISWO's land interests in miners' welfare charities and aiding the interpretation of land related documentation including conveyances, sale documentation, and charity constitutions.
- Maintain the estates management electronic and paper recording systems including ensuring full records of all sites are properly recorded and maintained on the organisations database.
- Undertake research into CISWO's land interests including accessing historic records, Land Registry etc
- Liaise with range of third parties including clients, partners, contractors and suppliers to ensure compliance and standards are met with regards to CISWO's property and land interests.
- Manage a schedule of property repairs and maintenance, liaising with contractors and suppliers and raising purchase orders relating work to be completed.
- Book all routine service calls and reactive repairs
- Carry out annual contractor approvals (checking qualifications and insurance levels)
- Undertake visits to sites to support on-going activity as required, documenting and highlighting non-compliance where this arises.
- Undertake a broad range of administrative duties to support the estates management function.
- Liaise with the organisation's finance team to ensure that financial records relating to property are accurately maintained and that invoices are issued and paid as necessary.
- To participate in any learning and development opportunities identified as beneficial to the role.
- To undertake additional duties and tasks as may be reasonably required.

Skills/Qualifications/Experience

Essential:

- Experience of working in property or estates management, residential or commercial property administration
- Confident in liaising with clients and third parties, both internally and externally with excellent customer services skills
- Pragmatic approach and the ability to assess individual situations and take a practical approach to tasks.
- Excellent IT skills including with competence in all Microsoft Office packages and experience of using and maintaining databases to a high standard.
- Excellent time management skills and the ability to prioritise work
- High attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organisational skills with the ability to multi-task
- Understanding of confidentiality and dealing with sensitive issues
- Good general standard of education to at least GCSE level in maths and English as a minimum
- Ability to prepare reports, arrange and organise meetings.
- Driving licence and access to own vehicle

Desirable:

- Qualification in administration or related discipline
- Experience of interpreting legal documents
- Understanding of the charity sector in relation to land

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work.

This job description may subject to review and/ or amendment at any time to reflect the requirements of the job.