

# Estate Operations Administrator

## Placemaking and Estates

Overview	
<b>Role Purpose</b>	<p>Responsible for providing integral support to the estate services and wider team, ensuring residents enquiries are dealt with in a timely and professional manner.</p> <p>Supporting Estate Operations Manager in all aspects of delivering 'behind the door' services to General Needs households.</p> <p>Supporting Estate Operations Manager in all aspects of delivering 'behind the door' services to Market Rent households.</p>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• Providing efficient, high-quality, administrative services to ensure the smooth running of the estate.</li> <li>• Providing excellent customer service to residents and stakeholders</li> <li>• Managing and monitoring data quality, and file management</li> </ul> <p>Contributing to the day to day management of the multi-tenure estate and being the first point of contact for all enquiries in the absence of the Estate Operations Manager.</p>
<b>Reports to</b>	Estate Operations Manager
<b>Line management</b>	N/A
<b>Tier</b>	
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	All tenures (Folio, Leasehold, Housing, C&S, Commercial)
<b>External</b>	Customers, Contractors and Suppliers

Role accountabilities	
<ul style="list-style-type: none"> <li>• Act as a front-line contact dealing with queries and problems presented by residents. Where necessary act as first responder to incidents on the estate and decide on the action required.</li> <li>• Deal with all first tier contact from residents, external stakeholders and colleagues, ensuring that they are managed in line with NHG service standards. This will include face to face, telephone, and email enquiries.</li> <li>• Processing non communal repairs, where appropriate. Carrying out property inspections and completing void work orders.</li> <li>• Ensure queries are dealt with promptly and signposted to the relevant Housing Officer/ Property Manager.</li> <li>• Oversee the regular distribution of Stoke Quay newsletters, keeping residents informed of all events and noteworthy information.</li> <li>• Manage the 'in-house' parcel delivery service, ensuring that all residents have access to the service and can receive their deliveries in a timely manner.</li> <li>• Engage and build good relationships with external stakeholders to improve the local offers available to residents.</li> </ul>	

## Role accountabilities

- Report and record any Health and Safety or Safeguarding risks to the relevant manager at the earliest opportunity.
- Effectively use NHG systems, ensuring that key data is recorded, stored and maintained to an agreed standard.
- Collect information, update databases and provide colleagues with data which will inform performance reporting.
- Use internet-based repairs reporting system and maintain records identifying completion and costs.
- Utilise control processes and systems effectively to ensure services are delivered and work is completed in accordance with NHG service standards.
- Administer purchase order processing system ensuring purchase orders are raised correctly against the correct cost and account codes and are receipted and closed when appropriate. Code and validate invoices in a timely manner.
- Contribute to the estate budget management by keeping accurate records within areas of responsibility.
- Assist the Estate Operations Manager, with administrative support, budget and financial information relevant to Service Charges, and site wide communications.
- Work alongside the Estate Services Officer ensuring that all compliance records are accurate and fully up to date. In the absence of the Estate Services Officer, carry out weekly/monthly H&S duties.
- Manage the ordering of cleaning and stationery requirements, ensuring Value for Money. Responsible for the COSHH register.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and acting to maintain personal health and safety and that of others.
- Work collaboratively across the Estate Team, supporting colleagues where necessary, and by working flexibly to provide cover in periods of absence and fluctuations in workloads across the business.
- Attend all relevant training and refresher courses.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Experience (executive)

#### Essential

- Experience of working in a fast moving, demanding customer focussed environment

#### Desirable

### Professional expertise (know how & experience)

#### Essential

- Experience of working with information technology and systems.
- Highly efficient in office administration
- Highly organised work ethic and ability to work to deadlines and manage conflicting priorities

#### Desirable

<ul style="list-style-type: none"> <li>• Able to demonstrate previous experience successfully working in a customer focussed business</li> <li>Experience of delivering a customer focussed service</li> </ul>	
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Strong written and verbal communications</li> <li>• Good level of numeracy, sufficient to interpret financial information in spreadsheet and personal records, statements, invoices etc.</li> <li>• Effective IT skills including intermediate MS Office skills</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Administrative experience gained in a professional setting</li> </ul>	

<b>NHG Expectations</b>
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is <b>colleague</b> expectation level and therefore you should refer to the <b>colleague</b> expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding	
Any appointment to this post is conditional upon and subject to:	<ul style="list-style-type: none"><li>• Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)</li></ul>