

# Estate Administrator

## > Directorate > Places & Estates

### What's it all about

The Estate Administrator will be based onsite and is responsible for providing essential support to the estate services team and ensuring residents' enquiries are addressed promptly and professionally. This role plays a crucial part in maintaining the safety and upkeep of communal areas in collaboration with the Estates team.

### How you'll make a difference

The Estate Administrator is responsible for delivering efficient administrative services to facilitate the smooth operation of the estate. They must provide exceptional customer service to residents and stakeholders, manage and monitor data quality, and contribute to the day-to-day management of the estate.

### How you'll do it

- Serve as a primary point of contact for residents and visitors, addressing enquiries and incidents as they arise and taking appropriate action. This involves responding to phone calls, managing email enquiries, and handling face-to-face interactions.
- Handle low-level anti-social behaviour issues, such as fly-tipping, by providing guidance to residents and facilitating communication with relevant authorities. Monitor CCTV systems and provide footage of criminal activities to police when necessary.
- Respond swiftly to emergency situations, such as insecure entrance doors or faulty lifts, and escalate urgent repairs promptly.
- Coordinate contractor visits and provide access to the premises as needed. Monitor parking areas and address any violations or concerns.
- Assist with communal repairs and conduct regular inspections of communal areas to ensure maintenance tasks are carried out effectively.
- Ensure timely resolution of enquiries and direct residents to the appropriate contacts within the organisation.
- Utilise NHG systems efficiently to record and maintain data accurately.

- Collaborate with the Estate Services Coordinator to ensure compliance records are current and accurate. Assume H&S duties in the coordinator's absence.
- Manage office supplies and maintain a clean and organised front desk area.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at staff level.

#### Essential knowledge, experience and skills including qualifications and professional membership

- Experience of working in a fast moving, demanding customer focussed environment.
- Highly organised work ethic and ability to work to deadlines and manage conflicting priorities.
- Good spoken and written English.
- Intermediate IT and systems skills including Microsoft office.
- This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS).