



JOB DESCRIPTION

This job description has been designed to give a clear definition of the role at the time it was prepared but it is hoped that the employee will seek to develop the role to the best of his/her ability and that the role can and will be developed to make full use of his/her potential.

Job Title:	Property Administrator
Location:	Property Services, Knowsley Estate
Report To:	Head of Property Services
Hours of Work:	Your normal working hours are to be worked Monday to Friday, averaging 40 hours per week as well as any other hours that are reasonably required for the fulfilment of your duties.

Introduction

The Knowsley Estate is a diverse and energetic estate with a mixture of properties and land including the iconic Knowsley Safari and Knowsley Hall with surrounding grounds. The Estate also comprises commercial, residential and agricultural properties of a variety of ages and construction within the walls of the park and surrounding areas. This alone creates an abundance of diverse work for the Property Services department, from isolated defect investigation for listed buildings to interesting refurbishment projects and much more. This is an exciting time to join the Property Services department at the forefront of current and future plans to continually improve the Estate with a balanced focus on preservation, sustainability and modernisation. As a key member of the department you will play an important role supporting the team through the provision of administrative support.

Purpose of the Role

To provide administrative support in an effective and efficient manner to the Property Services team who provide services to all buildings owned by the Knowsley Estate. You will support the team by making the office environment and processes efficient and you will keep information flowing and the team organised and prepared in their roles.

Main Duties & Responsibilities

Telephone Calls, Messages & Correspondence

- Be the first point of contact for tenants, residents, clients and contractors.
- Answering the telephone, taking messages.
- Checking the answer phone and responding as necessary.
- Respond to general enquiries from email, telephone or otherwise.
- Providing works information, dealing with queries, responding to complaints and resolving concerns.
- Collect, sort and distribute/send all incoming and outgoing post / correspondence.

- Report all expected visitors and contractors to the Estate Office Receptionist to ensure that badges are made, fobs are organised if required and paperwork is up to date.
- Ensure high levels of communication with residents.
- Produce correspondence such as letters, reports, memos and presentation.

Record Keeping, Typing & Office Systems

- Devising and maintaining office systems.
- Organising, filing and storing confidential paperwork, documents and computer-based information.
- Photocopying and printing various documentation.
- Typing of various documents and memos.
- Preparing documentation for meetings as and when necessary (this may include collating and binding documents).
- Maintenance of all records and logs relating to the department including but not limited to:
 - Decoration programme
 - Gas servicing
 - Electrical safety
 - Electrical appliance safety programme
 - Ladder inspection programme
 - Safety data sheets
 - Alarm maintenance programme
 - Training records
 - H&S audit programme
 - Equipment register.

Databases

- Keep all databases up to date and inform the relevant person within the department of their relevant actions that are associated with and include reactive maintenance, planned maintenance, IT and other PPM schedules.
 - Run report once per week for Head of Property Services.
- Undertake review of all invoices and cross reference with purchase orders raised, recording on the relevant database. This will include close coordination and communication with the Accounts department.

Scheduling & Meetings

- Maintain scheduling and shared calendars for the team.
- Make appointments / schedule meetings for the team as required.
- Take minutes at meetings and distribute minutes to relevant staff.
- Liaise with Estate Office Receptionist to book required meeting rooms and organise refreshments if required.
- Arrange access to properties (including managing security of access keys) as required by work schedule to allow effective working.

Additional Duties

- This list is not exhaustive and so the post holder is expected to carry out any other reasonable duties and responsibilities within the overall function, commensurate with the level of responsibilities of the post to deliver as part of our small team.

Person Specification

Ideally, an experienced administrator who is a well-presented individual committed to high levels of organisation and customer service with excellent communication skills, who can demonstrate good administrative skills, and who is strong at prioritising and organising their own workload. We are looking for a self-motivated, methodical and confident individual.

Strong IT skills (particularly with Microsoft Word and Excel) and proficient writing and literacy skills are essential, as is an ability to be adaptable and cool headed under pressure.

Previous experience in the property industry or similar would be an advantage, as would having your own transportation due to our location.

Our Administrator will preferably have:

- The ability to ensure the immediate flow of information at all times, therefore a good telephone manner, negotiation and excellent listening ability is required, with good problem solving skills and an organised, flexible, encouraging and helpful manner.
- The ability to be methodical in your application of the role, and to be able to work equally as well using your own initiative as well as part of a team.
- The ability to judge situations and assist accordingly would be advantageous.
- The ability to communicate effectively and empathetically with all people with some understanding of working in a customer facing environment.