**JOB DESCRIPTION**

|  |
| --- |
| **JOB INFORMATION** |
| **JOB TITLE** | **Administrative Officer** | **POSITION NUMBER** | **C02334** |
| **SERVICE AREA** | **Group Property and Facilities** | **LOCATION/CAMPUS** | **Oxford campuses** |
| **GRADE** | **4** | **GRADE RANGE** | **£18,126 to £19,795 per annum** |
| **HOURS** | **37 hours per week** | **TYPE** | **Permanent** |
| **ACCOUNTABILITIES** |
| **RESPONSIBLE TO** | **Property & Environment Manager** | **NO. OF EMPLOYEES** | **None** |
| **BUDGET (£)** | **None** | **ASSETS** | **None** |
| **JOB PURPOSE** |
| This role provides an essential administrative and support function to the Facilities Manager in the delivery of an effective Facilities Management service at the City of Oxford College. The Administrative Officer will work very closely the wider Property, Facilities and Health and Safety team to ensure that the highest standard of service delivery is achieved. |
| **QUALIFICATIONS AND EXPERIENCE** | **TECHNICAL KNOWLEDGE/SKILLS** | **BEHAVIOURIAL SKILLS** |
|

|  |
| --- |
| * Educated to GCSE level or equivalent including Maths and English - Grades A-C/Level 2
* Experience of working in a busy office
* Experience of achieving performance targets and delivering to strict deadlines
* Good experience of working in a busy facilities management or equivalent support function
 |

 | * Working knowledge of using estates databases
* Competent in developing, administering and using PC and associated networks and systems to acquire, manipulate and disseminate information.
* Able to create basic Excel formulas, enabling manipulation and dissemination of information
* Good administrative and filing skills
 | * Excellent customer service ethos – goes extra mile
* Strong teamwork ethos
* High level of attention to detail
* Seeks continuous improvement
* Makes best use of technology
* Strong communications skills across the campus, at all levels
* Highly organised, methodical, tenacious
* Ability to prioritise and organise workload
* Ability to help manage a complex workload
* Ability to take initiative in support of managers
 |
| **MAIN DUTIES AND RESPONSIBILITIES** |
| * In conjunction with the Head of Facilities Management and Facilities Manager, establish and maintain estates procedures and documents which ensure the efficient and effective delivery of the Property and Facilities Management service.
* Supervise incoming and outgoing correspondence and ensure that the word processing and administrative needs within the department are met. This includes the preparation of routine and confidential correspondence, raising orders, managing project files, distributing post and receiving visitors.
* Maintain accurate Estates and Health and Safety records such as correspondence, drawing files, contracts, guarantees, insurance documents, and other data required to ensure legislative and operational compliance, ensuring that College licenses are maintained in force.
* Manage all aspects of communication in and out of a busy business support office, identifying and prioritizing urgent works that may impact on service delivery in conjunction with the Timetabling and Rooming Co-ordinator.
* Assist in the delivery of a responsive, cyclical and planned maintenance and minor works projects, including building projects and summer works programs, and move management.
* Assist in the organisation and administration of requests for works, ensuring a timely and customer focused response to completing repairs, requests for assistance, responding to student behaviour and security issues.
* Coordinate maintenance and servicing programs to ensure that statutory requirements are met.
* Assist with budgetary allocation, monitoring and control; liaising with the Finance department to ensure prompt payment of suppliers invoices once approved.
* Ensure that the department’s web-portal, intranet and internet sites provide up-to-date guidance and information
* Manage the list of approved College drivers, approved contractors documentation, and manage applications processes for driver license checks and parking permits, as required.
* Provide and maintain statistical information and data to support Property, Health and Safety systems and processes.
* Provide cover for Timetabling and Rooming Co-ordinator when required and assist in the preparation and inputting of the College Timetables as directed.
* Prepare Duty Manager and car parking rosters. Assist the Facilities Manager to develop duty rosters/shifts and out of hours schedules, which ensure adequate service is maintained.
* Assist with the organization and promotion of hiring out facilities for events and lettings.
* Provide cover and answer the telephone and radio to ensure that requests for work are entered into the helpdesk database and action appropriately.
* Organize meetings and appointments and be a significant first point of contact and liaison between departments.
* Provide support and assist team members as requested.
* Act as First Aider, after the appropriate training and respond to incidents when needed.
* It is a requirement of this post that you will act responsibly and comply with your duties and responsibilities as identified in all College policies and procedures
* Any other duties as required by the line manager and that are commensurate with the grade.
 |
| **GENERIC RESPONSIBILITIES**  |
| * To provide the service in accordance with the Corporation’s Vision, Strategic Plan and Service Improvement Plans
* To work in the spirit of the employee / manager charter
* To demonstrate and promote ethical behaviour appropriate to that which would be expected by our customers
* To work in a flexible manner and to be willing to undertake other duties as reasonably requested
 |
| **Candidate Screening** | **Rehabilitation of Offenders Act 1974****applies** | **Disclosure & Barring Service****Enhanced Clearance** |

**This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability and the employees of the Corporation need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.**

**Diversity Statement**

It is the policy of Activate Learning to recognise and encourage the valuable and enriching contribution, which people from a range of backgrounds and experiences can bring to the life and development of the institution. The corporation will, therefore, aim to provide an education service which, in its teaching, administration and support services actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation in both education and employment.

**Health & Safety Statement**

All employees have a responsibility to co-operate in promoting and maintaining a safe and healthy working environment, and to take reasonable care of their own health and safety at work and that of all other staff. Line managers have specific responsibility for the health and safety of their direct reports and other team members for which they have general management responsibility.

**Safeguarding Statement**

Activate Learning is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment.