

JOB DESCRIPTION

Post:	Estates Office Manager
Responsible to:	Head of Estates and Capital Development
Department:	Estates and Capital Development
Pay Band:	4

1. PURPOSE OF THE JOB

To support the work of the Estates and Capital Development department and to assist in the effective running of all college campuses. The post holder will work closely with Estates Managers, Supervisors, Officers/ Cleaners - producing efficient, productive and achievable working practices, policies and procedures. The office manager will provide an efficient, effective, pro-active and organised administrative service to the Head of Estates and Capital Development and the wider Estates teams to ensure the efficient operation of a customer focused facilities team to all College campuses. All college managers are expected to be flexible in their approach, corporate, pro-active and responsive to changing demands and responsibilities and passionate about the success of the college.

2. MAIN RESPONSIBILITIES AND MAIN DUTIES OF THE POST

Administrative Duties:

- Provide secretarial and administrative support to the Head of Estates and Capital Development and Estates managers, some of which will be confidential in nature. This includes liaison with external agencies and partners as require
- The post holder is required to manage the Helpdesk calls (electronic and telephone); assist with the coordination the day to day activities of on-site contractors; and provide administrative support on all Estates and Capital Development department led projects as required
- Assist in the collation, monitoring and updating of contractor/ service provider records, including assessment of capacity and performance, to minimise risk to the College
- Assist in the establishment of estate records and contracts including the monitoring and co-ordination of the service provision from both in-house teams and external service providers/ suppliers and contractors
- Set up administrative systems and processes for the efficient running of the department including maintaining, managing and updating of records for buildings, contracts, estates management and all soft service areas in both electronic and hard copy formats
- Provide a full range of administrative, secretarial and day-to-day support for the department including diary management, arranging meetings, organising travel, screening telephone calls, enquiries and requests where necessary

- Compile and manage spreadsheets and other databases in Word or Excel format for any monitoring and non-standard reporting
- Attend and minute meetings in relation to the management of the estate including the preparation of advance documentation as required and the booking of venues and refreshments
- Assist the department to respond to queries from internal and external customers within agreed service levels/ timelines, either by phone or in writing, and as far as is possible process these through to their resolution with the assistance of the appropriate manager whilst ensuring a high level of customer satisfaction
- Liaise with both internal and external customers as necessary, seeking to achieve maximum cooperation and customer satisfaction
- Manage general office duties such as, stationery stock control, refreshment orders, preparation of ad hoc reports, maintaining, developing and implementing filing and archive systems, scanning of backup documentation, checking and dispatching of orders and invoices
- Assist members of the team in collating, maintaining and analysing data on all aspects of estate management including the updating of databases for monitoring and recording utilities expenditure and consumption usage across all college properties
- Assist estates managers with the implementation of the permits to work system
- Be responsible for logging compliance, space utilisation surveys, and utilities meter readings data including high level sense checks for accuracy and following up on missing records
- Be responsible for logging environmental management system audits and carbon management system audit data
- Be responsible for maintaining a register of CCTV requests and log of footage that is viewed, downloaded or issued to staff, students and external agencies
- Maintain relevant central databases of information relevant to the Estates and Capital Development department in accordance with agreed procedures for the storage and use of data, and to produce timely, accurate management information and reports.
- Act as the first point of contact for external agencies, service providers and contractors, dealing effectively with enquiries and queries in relation Estates matters.
- Maintain effective and user-friendly filing and retrieval systems which enable accurate and up to date information to be accessed quickly and easily.
- Assist in establishing and maintaining robust procedures for contract monitoring including measuring KPI's from in-house and external service providers/suppliers and contractors.
- Develop customer satisfaction surveys, their distribution and collation of results, feedback and reporting.
- To assist in the preparation of reports for department staff and/or Committees, as and when required
- Undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.
- Be the first point of contact for enquiries by students, lecturers, managers, administrative staff and visitors; to deal with personal callers and telephone enquiries.

- Play an active role in driving customer service with an emphasis on service improvement and process.

Procurement Duties

- Plan time and resources to ensure that demand is met and exceptional customer service is provided
- To oversee the booking, maintenance, usage and replacement of college vehicles
- To keep utilities contracts under review, recording usage and advising on best value for money
- To assist in the procurement of furniture, fittings and equipment, ensuring best value through exploring different purchasing options, whilst complying with the college procurement strategy
- To raise and record purchase orders for the Estates team and to reconcile invoices against orders placed and goods received
- In consultation with the Estates Managers and Supervisors, ensure that appropriate materials and equipment are available to ensure the successful implementation of the maintenance plan
- Be responsible for maintaining a register of all renewable statutory compliance dates such as display energy certificates, TM44, fixed hard wiring testing and ensure that quotations for renewals are sourced in a timely manner
- To assist the Head of Estates and Capital Development and Estates Managers in the keeping of appropriate records
- Ensure compliance with relevant legislation, deliver management information, ensure data quality and appropriately communicate information
- To keep abreast of new legislation, government policy, best practice and relevant external factors relevant to procurement and contracting activity
- To actively involve end users in contract and procurement management
- To establish and develop strong working relationships with customers and third party suppliers to ensure that the quality of service provision is consistently managed and challenged to meet agreed service level agreements

Finance Duties;

- Assist in the inputting, processing, issuing, and recording of all purchase orders including the updating of cost management databases
- To lead on administration of financial information including receiving, inputting, coding and processing invoices, resolving queries and ensuring suppliers are paid within agreed timescales.
- Record and monitor budget expenditure, producing management information for managers to enable effective budget control.
- To maintain accurate and detailed records, both paper and electronic copies and assist with the provision of financial/statistical information as and when required.

Dealing with emergencies on campuses:

- To assist with dealing with emergencies that may arise on sites such as fire and intruder alarm activation, first aid calls and problems of unacceptable behaviour by students.
- To be trained and become competent in operating the college's fire and intruder alarm panels
- To attend first aid and fire warden training and ensure that they maintain their qualifications to be in date

Health and Safety responsibilities:

- Comply with and promote the college's Health and Safety Policies and Procedures and maintain a safe environment for students, staff and visitors
- To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

3. OTHER DUTIES APPLICABLE TO ALL STAFF WORKING AT ABINGDON & WITNEY COLLEGE

- Participating in a programme of personal development
Keeping abreast of developments in your area
- Adhering to the health and safety policies and procedures in force within the College, with particular regard to your own safety and that of other people using the College
- Adopting high standards of customer service
- Complying with any College policies in relation to dealings with staff and students, e.g. communications, equal opportunities and employment policy
- As a term of your employment you may be required to undertake such other duties as may reasonably be required of you, commensurate with your grade, at any of the College sites

Please note that the College reserves the right to amend the job description in consultation with the employee to reflect changes in the duties of the post.

PERSON SPECIFICATION

Criteria		Assessment
It is essential that the post holder has:		
1	Level 3 qualification in a business or administration related subject or equivalent professional qualification	Application form
2	Minimum 2 years work experience in a similar role and/ or environment	Application form and interview
3	Level 2 or above in literacy, numeracy and IT.	BKSB assessment
4	Excellent communication skills at all levels, both oral and written	Application form and interview
5	Excellent interpersonal skills with a range of people – students, staff, parents, contractors	Interview
6	Ability to work effectively as a member of the team	Interview
7	Ability to organise efficiently and prioritise to meet deadlines	Interview
8	Enthusiastic, conscientious and hardworking with ability to relate well with all staff within different levels of the organisation	Interview
9	Be customer focussed and have a flexible approach to work	Interview
10	Resourceful and able to work on own initiative	Interview
11	Able to remain calm under pressure	Interview
12	Have good working knowledge of Microsoft Office including word and excel	Application form and interview
It is desirable that the post holder has:		
1	Experience of working with outside agencies	Application form and interview
2	A liking and interest in facilities administration	Interview
3	Able to undertake some out of hours working if required	Interview
4	Experience of operating a computerised database/ helpdesk system	Application form and interview
5	Ability to travel independently between sites	Application form

CONDITIONS OF SERVICE

Salary:	Pay band 4
Payment:	Monthly payments direct to bank via BACS
Hours:	As advertised
Holidays:	24 working days, rising to 29 days plus Bank and Public Holidays
DBS:	All employees undergo a Disclosure and Barring Service (DBS) check. Copies of the Disclosure and Barring Service Code of Practice and the College's policy on the 'Secure Storage, Handling, Use, Retention & Disposal of Disclosure and Barring Service (DBS) Disclosures and Disclosure Information' are available on request.
Pension	Employees are automatically opted into the Local Government Pension Scheme (LGPS) however, they may opt out if they wish

These details are for broad information only and must not be taken as a complete or authoritative statement. They do not constitute a full contract of employment.

SAFEGUARDING AND PREVENT - Abingdon & Witney College is committed to:

- ensuring the well-being of all young people and vulnerable adults in its care
- ensuring all students, staff and stakeholders are aware of the need to prevent people from being drawn into terrorism

EQUAL OPPORTUNITIES - Abingdon & Witney College aims to be an equal opportunity employer. We are committed to the policy that staff recruitment shall be carried out in accordance with equal opportunities practice and legislation and that appointments shall be made only on the basis of job-related criteria.



Abingdon and Witney College is committed to good practice in employing people with disabilities. To this end the College will:

- Interview all applicants with a disability who meet the minimum criteria for a job vacancy and consider them on their abilities.
- Ask disabled employees at least once a year what can be done to be sure that they can develop and use their abilities at work.
- Make every effort when employees become disabled to make sure they stay in employment.
- Make sure key employees develop the awareness of disability needed to make this commitment work.
- Review these commitments annually.