**Job Description**

**JOB TITLE** Estates Administration Assistant **REPORTS To Estates Manager / Supervisor**

1. **JOB PURPOSE**

To support the maintenance & estates department in providing a professional, efficient and effective service and be the key point of contact in the office for staff to report maintenance issues by phone or e-mail.

To maintain the Facilities Management IT System, liaise with external service contractors and place orders for materials as required.

To establish and maintain processes to support the management of the David Lewis estate, including stock controls, prioritisation of maintenance requests, scheduling and delivery of planned maintenance and resource allocation.

To ensure efficient processes in place to store and have access to important records & certificates. Also to look to streamline all processes including handling of maintenance requests lists.

**2. Job Role and Activities**

2.1 To be the key contact point for staff reporting problems/jobs by phone or e-mail, to achieve a high personal profile as the help desk operator and form good working relationships with all users. To carry out efficient and effective administrative support duties include dealing with all the department correspondence and all transport record keeping. This will involve working closely with David Lewis insurers with all aspects of claims from the initial incident report through to estimate for repairs/scheduling of vehicles for repairs, along with 3rd party direct claims providing details, reports & any changes to David Lewis fleet details. You will need to ensure that MIDAS drivers & David Lewis staff car driver’s records are kept up to date including communicating with staff & their line managers as required for any driving licence or insurance queries.

2.2 To adopt a professional attitude in dealing with colleagues, contractors and customers and to be sympathetic to customer needs. You must work in a professional manner with the finance department to ensure that all invoices are processed and correct. Provide the finance department and estates manager with any information from engineers, hire companies & other external about areas of concern with regards to incorrect invoices.

2.3 Prioritising work orders, logging and closing the jobs on the Facilities Management IT system, to also develop and maintain administrative systems which comply with current legislation & meet the needs of the service. In addition, you would be expected to recommend improvements or changes to the systems as necessary.

2.4 Organising work allocations for the maintenance team ensuring jobs are allocated to the correct trade & regularly review logged calls on the database, to monitor completion times in accordance with the ETA. To also maintain a database of transport records and a diary system for the recording of company vehicle information. And to provide support, guidance & knowledge to assist in the implementation of correct risk assessments for minibus passengers & work closely with all Residents/Line Managers/ Support Staff to ensure that the specific plans are in place & meet legal requirements.

2.5 Placing orders with suppliers & service providers & taking delivery of materials and equipment, Booking Vehicles in for planned service and MOTs as well as any other services such as body work repairs & insurance repairs.

2.6 Reconciling materials/ supplies orders, checking actual deliveries against orders and reconciling with invoices and updating stock records. To also monitor all supplies and equipment in all aspects of the transport department – working with external safety system engineers & ensuring the correct supplies of equipment is in place within all fleet vehicles (such as Tailgates, Anchorage Safety Equipment) To provide estates manager with transport information on transport supplies & services that are shown to be cost effective to David Lewis; this will include monthly fuel costs & fleet vehicle reports for any vehicle maintenance & bodywork for future works & annual fleet breakdown cover.

2.7 Maintaining the Facilities Management application database to ensure that all appropriate records are maintained and that the maximum efficiency is obtained through use of its systems

2.8 Dealing with and liaising external service contractors & monitoring for compliance with service level agreement and contract details. To also ensure that all telephone, face to face and email enquiries are handled in a professional & polite manner. Dealing directly with drivers’ complaints & disruption caused by defective vehicles, changes to planned driver schedules & assisting at all times in a calm & professional manner.

2.9 Managing routine PPM’s, maintaining records, and promoting a safe and healthy working environment for the team in accordance with DLC policy. To co-ordinate and delegate transport drivers jobs and to accommodate sudden changes to schedules and to communicate this to DL staff to ensure the smooth running of the department on a daily basis.

2.10 Escalating situations or issues to the Estates Supervisor or estate manager as necessary but where possible prompt decisions need to be made to ensure minimal disruption to the transport and estates department whilst also keeping in mind these decisions are made in the most cost effective and appropriate manner.

2.11 Carrying out equipment audits as required, logging results in excel format or on Spice works system. To schedule the drivers schedules duties, rotas and working with houses general fleet bookings and hire vehicle bookings, and to work with the Estates Supervisor to arrange cover for sickness and annual leave.

2.12 To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.

2.13 In accordance with David Lewis policies, be familiar with and regularly refresh knowledge of the Aspects and Indicators of Abuse in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the Lead Person without delay.

2.14 To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees and comply with best practice and legal requirements.

2.15 To assist with any other Ad Hoc duties required as and when the business may require them. This may also be some driving duties using DL fleet vehicles.

**3. PERFORMANCE MEASURES**

 Quality of relationships with Service Users, staff and other professionals measured by feedback and observations.

 Line Manager Satisfaction with quality of work produced, competence level, all measured by feedback, Performance appraisals and on-going performance management.

 Development of professional skills measured by enhanced competence and attainment of qualifications.

**5. KEY COMPETENCIES**

**Behavioural**

* Planning and Organisational skills
* Communication
* Decision making
* Team working
* Reliability and professionalism
* Enthusiastic
* Working using own initiative
* Polite manner

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**6. KNOWLEDGE, SKILLS AND EXPERIENCE**

* Full clean driving licence (essential)
* Excellent PC skills and good working knowledge of Word, Excel and Outlook (essential)
* Knowledge of Transport rules and regulations (desirable)
* Excellent organisational skills in the planning of all areas of vehicle maintenance
* Able to plan ahead
* Being able to work under pressure

**Disclosure and Barring Service (DBS) Checks**: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an “Enhanced” level check. Information about this disclosure can be found at www.gov.uk.

To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment