



JOB DESCRIPTION: ESTATES ADMINISTRATOR
REPORTS TO: HEAD OF ESTATES
BASED AT: ST ELIZABETH HOSPICE

JOB SUMMARY

To provide support with the following areas of operation: Logistics; Health & Safety; Compliance; and Maintenance Administration by:

- Undertaking administrative duties within the Estates Department, encompassing logistics, health and safety, compliance, and maintenance.
 - Assisting with site compliance and coordinate the administration of health and safety records.
 - Ensuring the effective and efficient day-to-day operation of all logistic requirements for the Hospice.
 - Managing a team of volunteers to provide timely and cost-effective services to both internal and external customers.
 - Focusing on growing and developing the logistics model while maintaining quality and service standards.
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Key Responsibilities

Collaboration:

- Work effectively with colleagues within the Estates team and across the wider Hospice organisation.

Contractor Management:

- Handle calls and make bookings for contractors and obtain necessary contractor details.
- Maintain a record of quotes to support audits of the hospice procurement procedures.

Procurement Support:

- Assist in raising purchase orders via the helpdesk.
- Manage trade accounts and handle order approvals.
- Ensure consistency between invoices, quotes and purchase orders.

Administrative Tasks:

- Assist with administrative tasks related to lettings and bookings.
- Maintain records related to health and safety and other compliance areas.

Maintenance and Documentation:

- Improve the planned preventative maintenance logs.
- Manage the Contractor Central Record (CCR) log, ensuring documentation is up-to-date.

Attendance and Communication:

- Keep track of holiday entitlement and absence recording.
- Monitor health and safety training requirements.
- Log weekly FSN medical device alert notifications and advise the Health and Safety Advisor/Manager as needed.

Meeting Coordination and Documentation:

- Manage meeting dates and invites.
- Prepare agendas, collate reports, attend meetings and prepare minutes.
- Administer audit documentation and follow up on any required actions or outcomes.

Communication and Administration:

- Create bulletins and weekly communications.
- Responsible for the administration of logs, registers and other necessary documentation.
- Assist in creating and implementing hospice plans.

General Administration:

- Perform general administrative duties, including scanning, filing and shredding.

Workload Prioritisation and Support:

- Prioritise your own workload according to deadlines and department demands.
- Provide administrative support to the Estates leads as required.

Organisational responsibilities

- To work within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To participate in the Hospice education programme and attend training courses as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice Philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE HEAD OF ESTATES IN CONJUNCTION WITH THE POSTHOLDER.

OUR VALUES



stelizabethhospice.org.uk

**ESTATES ADMINISTRATOR
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • NVQ Level 2 in Administration and /or relevant office administration experience • Able to demonstrate excellent standard of literacy and numeracy • Health and Safety qualification • Member of IOSH 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Experience of working in a busy administrative role • Producing reports and spreadsheets • Previous experience of working in a customer focussed service • Previous experience in working in a facilities or engineering environment • Previous experience of working in the healthcare industry 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Specific Skills</p> <ul style="list-style-type: none"> • MS Office to include Word, Excel, PowerPoint and Outlook 	<p>Essential</p>
<p>Communication Skills</p> <ul style="list-style-type: none"> • Excellent verbal and written skills • Good telephone manner • Presentation Skills 	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Able to use own initiative and work without close supervision • Excellent attention to detail • Highly motivated • Excellent organisation skills • Able to work as part of team • Able to deliver to deadlines • A flexible approach with an ability to multi task 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>