

**JOB DESCRIPTION / PERSON SPECIFICATION**

**Estate Services Support Co-Ordinator**

**Level 2**

**Job Purpose**

Reporting to Managers, you are required to work as part of a team providing clerical support to the Estates & Services.

**Responsibilities**

Provide direct administration support within Estates & Services including -

* Taking and preparation of minutes
* Preparation of letters, and other correspondence
* Setting up and maintaining office systems in support of the effective management of the Directorate and accurate and appropriate record keeping
* Supporting the monitoring of work plans and action plans to include the updating of progress and chasing of targets.
* Effective use of word processing, PowerPoint, and Excel, support the preparation of strategies, policies, presentations, and other relevant management team documents.

Effectively manage diaries as required by Estates & Services including -

* Organising and setting up meetings utilising Office Outlook or equivalent

As part of a small team, provide all general clerical support for Estates & Services including -

* Receiving visitors and where appropriate, provide hospitality to deliver a professional meet and greet service effectively promote Citizen.
* Photocopying, collection and delivery of post and other documents, sending and receiving of emails, filing, maintaining stocks of stationery.
* Maintaining and monitoring records, using Ebis, MIS, GIS, Sunrise, Arbortrack and other systems as required
* Attending day to day problems with the photocopier and Fax machine, including advice when it goes wrong, adding toner, maintaining stocks of paper, and calling out service engineer as appropriate.
* Maintaining weekly productivity report for either communal cleaning, voids, PTL, GM or any other work undertaken by the teams
* Keeping accurate staffing levels, showing sickness and holidays across Estates
* Creating and updating knowledge boards monthly, working with others in your team.
* Procuring of uniform and distribution of uniform and recording accurate data.
* Processing of invoices and payments
* Learning each aspect of the role across the admin team so sickness and holiday cover can be provided.
* Producing daily reports as and when required
* Complying with all GDPR and ensure office cupboards are all secured at end of working day
* Shredding of confidential information
* Undertaking deliveries and collections for the contract
* Ensure that all issues relating to work issued by the Estates & Services Team are treated with the utmost confidence.
* Run performance monitoring reports and undertake trend analysis through which corrective actions can be taken.
* Deal with enquiries (telephone and personal) and make appointments with tenants for Pest control or removal of bulk as and when required.
* Liaise with all sections of the Citizen and external agencies to ensure all matters are dealt with promptly and efficiently.
* Give support, as required, to managers within Estates & Service
* Communicate effectively and professionally.
* Be accountable and responsible for carrying out the duties and responsibilities of the post, with due regard to the Citizen Equal Opportunities Policy
* All work to be undertaken in line with the organisation policies and procedures, including Health & Safety, Customer Involvement, Equality and Diversity and Safeguarding
* Undertake any other duties commensurate with this post as reasonably requested by the Supervisor / Manager.
* To raise and close works completed daily.

**To fulfil the requirements of this role you will have experience, skills, and knowledge in the following areas:**

* Experience of working in a team and delivering to targets
* Experience of using IT and Administration systems and equipment
* Experience of performance monitoring and management systems
* Experience of office procedures and practices
* Experience of ordering, distribution and recording of uniform and PPE
* A confident assertive and friendly telephone manner
* Proficiency in using Microsoft Office applications.
* Ability to work on their own initiative.
* Adaptability to change.
* Ability to communicate both written and verbally.
* Understanding of Data Protection & Confidentiality of information issues
* Understanding of the need to promote Equality of Opportunity for all people in employment and service delivery.
* Awareness of Safe-Guarding principles/policies & practices
* Understanding of the need to divulge information on a ‘need to know’ basis and only to authorised person.
* Awareness of our values and ability to give examples of how these have been demonstrated.

**Citizen Values – It is important that you live our values.**

* **BRAVE** Willing to take on the tough stuff, to challenge yourself and not give up.
* **AMBITIOUS** Able to find solutions, not afraid to try things out and willing to keep learning and improving.
* **HONEST** Willing to take responsibility, to be realistic and to do what you say you will do.
* **CITIZEN** Committed to our people and places; you believe everyone has something to give and encourage everyone to be the best they can be.