

Post Details		Last Updated: 16/12/2025				
Faculty/Administrative/Service Department	Estates and Facilities					
Job Title	Estates Administrator					
Job Family	Professional Services	Job Level	Equivalent of 2B			
Responsible to	Estates Business Operations Manager					
Responsible for (Staff)	N/A					
<b><u>Job Purpose Statement</u></b> Working as part of a team the post holder will support the varied work of the Estates and Facilities department by providing a high-quality administrative service to all estates departments. The post holder will specifically provide support to maintenance services, supporting the Service Support managers with record keeping for electrical, fire and water testing, University fleet administration and general administration cover for the department, contributing to the overall smooth operation of the department and achieving the service levels provided to the wider University.						
<b><u>Key Responsibilities</u></b> <ol style="list-style-type: none"> <li>Operations Administration: Including - assisting with the preparation, storage and annual review of Health and Safety, Statutory, Mandatory and Legislative documentation, administering processes relating to EFCS contract management, compliance regulation and waste management. Liaising with third party providers of services.</li> <li>HR Administration: Including - maintaining staff records such as annual leave calendars, attendance records, contact lists and organisational charts, coordinating induction processes and preparation of information packs for new staff.</li> <li>Business Support: Including - coordination of arrangements for departmental meetings (room and AV bookings, catering and refreshment orders etc.), assisting with gathering and preparation of content for departmental communications, keeping central departmental records including those stored in Sharepoint and Surreynet.</li> <li>Finance Support: Including – using University finance system to raise purchase orders and carry out associated tasks, processing purchase and sales invoices, processing new supplier documentation, assisting with finance related enquiries.</li> <li>General Administration: Including - monitoring and maintaining stationery stock and placing orders as necessary, responding to telephone and email enquiries, filing and archiving departmental records, scanning and photocopying of documents as required.</li> <li>Customer Service: Including - developing and maintaining effective working relationships with all customer groups, contractors and suppliers, being aware of and adhering to relevant departmental service level agreements. Being the point of contact for all E&amp;FM services administration.</li> <li>High level executive and administrative support to the Heads of Department, with ability to assimilate detailed information and prepare written summaries, presentations, organising large group meetings with external visitors.</li> <li>Monitoring and producing updates for processes within the Estates Department, including, annual appraisal completion, sickness absence monitoring, Risk Registers, Audit Actions, Business Continuity Plans, Essential Training, People Survey Actions, Task Force administration.</li> </ol> <p>N.B. The above list is not exhaustive.</p>						

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

### Elements of the Role

Planning and Organising *Where does the work come from? What planning is required, how complex is the planning and over what timescale e.g. days/weeks/months/annually/longer?*

- The post holder will arrange allocated activities within their daily routine to ensure work is completed to time and/or an appropriate standard.
- The post holder is expected to plan and prioritise their own work activities, setting short-term targets, responding to manager, team and departmental requirements in addition to own responsibilities in order to ensure operational efficiency.
- This role requires the post holder to demonstrate strong communication skills with all levels of staff and students, both verbally and written, as they will act as the principal communication link for the whole of EFCS.

### Problem Solving and Decision Making

- Within the scope of the role the post holder will be presented with a variety of administrative or customer-related issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience.
- The post holder will have some supervision but will be expected to deal with routine enquiries and issues using some initiative and judgement to determine how these issues are resolved.
- The post holder can refer more complex problems and issues which fall outside the remit of their role, to their line manager however they will be the triage point for any activity raised through the helpdesk and will be expected to utilise the broader E&FM team's skills and knowledge if no immediate support is available.

### Continuous Improvement

- The post holder is encouraged to take a pro-active approach to their work and is expected to make suggestions for improvements in working methods and standards, implementing them under the guidance of their line manager.
- This post holder through frequent and excellent communications will transform the working relationships with key stakeholders

### Accountability

- This post impacts across the whole University on students, visitors, contractors, consultants and staff in terms of the effectiveness of the service it provides through the Reception Helpdesk service. Other aspects of the role generally impact upon either the immediate team or the E&FM department.
- The post holder may also be required to suggest improvements or developments to current working practise in consultation with their manager, in order to ensure the smooth running of the service.

### Dimensions of the role

- The post holder does not have any budgetary or supervisory responsibility.

Supplementary Information

- The post holder is responsible for providing high levels of customer service and will promote and uphold the professional image of the department during all customer and peer group contacts and communications

Person Specification
Qualifications and Professional Memberships

Vocational qualifications plus several years relevant work experience.

or

Learning gained through work experience of a number of years. Will include short courses and other formal training.

E

Technical Competencies (Experience and Knowledge)

Essential/  
Desirable

Level  
1-3

Excellent Microsoft Office skills (Word, Excel, Outlook, powerpoint) and ability/willingness to learn bespoke software systems

E

2

Experienced user of Microsoft Sharepoint

E

2

Experience of working independently without supervision whilst recognising the need to keep others informed and to work as part of a team

E

2

Experience of minute taking, working to tight deadlines and managing up upwards

E

3

Experience of Higher Education Sector

D

n/a

Special Requirements:

Essential/  
Desirable

Willingness to undertake necessary training

2

Willingness to provide assistance to or to cover for other members of the department, including Help Desk and Reception when necessary.

2

Core Competencies

Level  
1-3

Communication

2

Adaptability / Flexibility

2

Customer/Client service and support

3

Planning and Organising

2

Continuous Improvement

2

Problem Solving and Decision-Making Skills

2

Managing and Developing Performance

n/a

Creative and Analytical Thinking

1

Influencing, Persuasion and Negotiation Skills

1

Strategic Thinking & Leadership

n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

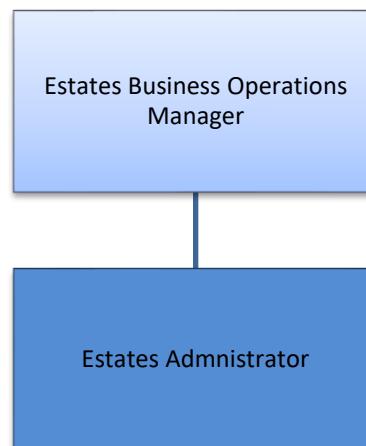
Organisational/Departmental Information & Key Relationships

### Background Information

Estates & Facilities Management is responsible for the planning, development and maintenance of the University Estate and provide Support Services to all faculties and departments in the University. The Estate is a key element of the marketability of the University. Estates & Facilities Management are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience. We also provide a variety of facilities related services to all University faculties and departments.

E&FM is made up of a number of service focused teams (some 285 staff) which are responsible for providing services that are essential for the smooth running of the university as a whole. We aim to provide a coordinated and customer oriented approach to developing, maintaining and adapting the University's estate and a wide range of support services to create an environment which supports the University's academic mission.

### Department Structure Chart



### Relationships

#### Internal

- Department colleagues: in a support role
- All university staff and students: in a customer service role
- Other service department personnel: in a customer service and support role

#### External

- Visitors, prospective students and staff
- Lecturers, examiners, contractors