Job Description - Estates Administrator Officer (PB6b)

Job summary

The post is a varied one and will be based at Kings House in Lyndhurst. The role is within the Estates team who deal with all the queries relating to the letting of various aspects of the Public Forest Estate across the South.

You will be an integral part of a team of 11 and report to the Area Land Agents. You will primarily support the Senior Building Surveyor and Built Estate team but will work closely and provide administrative support to the Estates Team as a whole.

Key responsibilities & accountabilities

To provide a high level of administrative support in a professional manner to the Land Agents responsible for managing the Public Forest Estate across the South District. Including but not limited to:

- Providing administrative support to the local team and business functions.
- Supporting colleagues carrying out tenders.
- Monitoring, actioning and following up on maintenance issues across the Built Estate
- Monitoring team mailbox(es), responding to or escalating queries.
- Raising and processing purchase orders and invoices.
- Organising meetings using the in-house booking platform and Outlook/Teams.
- Supporting the Senior Building Surveyor in managing reactive and planned works across the district.
- Monitoring, actioning and following up on maintenance issues.
- Updating internal systems and databases.
- Liaising with internal and external stakeholders, including contractors, tenants and building managers.
- Providing administrative support for team projects.
- Maintaining and analysing statistical data.
- General office duties to support the Area Land Agents.

And any other tasks, reasonably requested by your line manager.

Location-specific Information

Based at The Kings House, Lyndhurst SO43 7NH

Skills, knowledge & experience

Essential professional and technical experience

- Competent IT user with experience in MS Office suite of applications.
- Experience of working in an office environment with a large, dispersed, and often remote, team.
- Experience working within a busy office environment.
- Strong literacy and numeracy skills.
- A sound working knowledge of Microsoft Office (Word/Excel/Outlook/Teams/Sharepoint).
- Good communication skills, both written and verbal.
- Excellent organisational ability and the ability to organise others.

Desirable professional and technical experience

- Knowledge and experience in the use of financial systems.
- Knowledge and experience in the use of mapping applications.
- Basic knowledge and understanding of tenancy agreements and/or contract management

Qualifications

Essential

- a GCSE in Maths and English or functional skills equivalent.