

Job Description - Estates Administration Officer (PB6b)

Job summary

You will deliver a range of high-quality administrative support services and processing activity to Forestry England's National Estates Team. This includes working as part of a team to:

- provide administrative support to the National Estates team; and
- maintain the effective day-to-day operation of the national office;

at all times ensuring core administrative, financial, and compliance responsibilities are delivered to the required standard.

Key responsibilities & accountabilities

Provide administrative support to the Estates Business Support Manager, National Office Manager and other members of the National Estates team applying Forestry England's software and processes and procedures across the following areas:

A. Compliance & building administration

- Maintain office compliance records and logs (e.g. H&S file, statutory inspection schedules, risk assessments, contractor RAMS receipt) and ensure evidence is filed to audit standards.
- Carry out routine building checks and assist with statutory tasks (e.g. weekly fire alarm tests, first-aid kit checks, display screen equipment administration, visitor/contractor sign-in oversight).
- Track remedial actions from inspections; liaise with the Office Manager, Facilities/Estates colleagues and suppliers to close actions promptly.
- Support compliance communications (e.g. noticeboards, SharePoint pages, briefings) and coordinate mandatory training/induction steps for visitors and new starters using the office.

B. Financial processing & contract administration

- Accurately and on time, process purchase orders, goods receipting and invoices, maintain a tidy audit trail and meet month-end cut-offs.
- Assist with contract management including logging and prioritising issues, maintaining records and producing basic reports

C. Office operations & Reception & front-of-house (cover)

- Act as first-line support for users when the Office Manager is unavailable; triage requests and keep tasks moving.
- Undertake occasional manual handling tasks associated with room set-ups or supplies (training provided).
- Provide reliable reception cover for annual leave and other absences: answer calls, greet visitors/contractors, and manage access passes professionally and securely.
- Coordinate meeting rooms (bookings, layouts, tech checks, hospitality orders) to support events and workshops.
- Maintain a welcoming, safe reception area and escalate any security, safeguarding, or H&S concerns immediately.
- Any other duties reasonably required to support a safe, compliant and effective National Office

D. General administration and business support

- Organise meetings, travel and accommodation, prepare agendas, notes and simple action trackers where required.
- Keep document repositories (e.g., SharePoint/Teams) structured, searchable and up to date; uphold information governance and data-quality standards.
- Support with preparation of documents, presentations, reports, letters etc.

- Any other general administrative duties as may be required by the National Estates team.

And any other tasks, reasonably requested by your line manager

Location-specific information

Based at the National Office, Bristol, with blended working in line with organisational policy and the needs of the role. Some tasks require on site presence to complete statutory checks and front of house cover.

Skills, knowledge & experience

Essential professional and technical experience

- Strong administrative skills and excellent attention to detail, with the ability to manage multiple deadlines methodically
- Clear, professional communication skills (written and verbal) with a helpful, customer-focused approach
- Competent IT user across MS Office (Outlook, Teams, Word, Excel, PowerPoint, Sharepoint) and confident working with databases/spreadsheets for data entry and updates.
- Experience processing financial transactions (e.g., POs, receipting, invoices) and maintaining tidy, auditable records.
- Practical problem solving using standard procedures and sound judgement; knowing when to escalate.
- A conscientious approach to health, safety and compliance, with the discipline to follow set routines and keep evidence organised.
- Ability to handle occasional manual tasks (with training and equipment provided)

Desirable

- Experience in reception or front-of-house environment
- Familiarity with facilities or building management processes
- Experience supporting audits or quality assurance checks

Qualifications

Essential

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

