

Estates and Facilities Administrator

Service: Central Services

Responsible To: Estates Team

Salary: Points 5-6

Job Purpose

The Estates and Facilities Administrator provides comprehensive administrative support to the Estates and Facilities team, ensuring the efficient management of buildings, facilities, maintenance services, contractors, and compliance activities. The postholder will assist in coordinating planned and reactive maintenance, managing records and documentation, processing financial transactions, and supporting the delivery of safe, effective, and compliant facilities services.

Key Responsibilities

Administration and Coordination

- Provide administrative support to the Estates and Facilities department.
- Maintain accurate records, databases, and filing systems for estates and facilities activities.
- Coordinate and schedule planned and reactive maintenance works.
- Raise, track, and monitor work orders through the facilities management system.
- Handle telephone calls, emails, and enquiries relating to estates and facilities services.
- Prepare correspondence, reports, meeting agendas, and minutes as required.

Contractor and Supplier Management

- Liaise with external contractors, suppliers, and service providers.
- Arrange contractor visits and ensure appropriate documentation is received and maintained.
- Monitor contractor performance and maintain service records.
- Support procurement activities, including obtaining quotations and processing purchase orders.

Compliance and Health & Safety

- Maintain records relating to statutory compliance, including fire safety, asbestos management, water hygiene, electrical testing, and other regulatory requirements.
- Assist in monitoring compliance deadlines and arranging inspections and servicing
- Support health and safety processes and maintain related documentation.
- Ensure all records are up to date and readily available for audit purposes.

Financial Administration

- Process purchase orders, invoices, and payment requests in accordance with organisational procedures.
- Maintain budget tracking spreadsheets and expenditure records.
- Assist with financial reporting and reconciliation activities.
- Support the Estates and Facilities Manager with budget monitoring.

Asset and Property Management

- Maintain asset registers and equipment inventories.
- Record and track facilities-related issues and resolutions.
- Assist with office moves, space planning, and accommodation management activities.
- Support the management of keys, access control systems, and security records.

Customer Service

- Provide a professional and responsive service to staff, visitors, tenants, and stakeholders.
- Respond promptly to facilities requests and enquiries.
- Escalate urgent maintenance or operational issues when required.
- Promote a positive customer-focused approach within the facilities function.

Person Specification

Essential Qualifications

- Educated to GCSE level (or equivalent), including English and Mathematics.
- Business Administration qualification or relevant experience.

Essential Experience

- Experience in an administrative role.
- Experience using Microsoft Office applications, including Word, Excel, Outlook, and Teams.
- Experience maintaining records and managing multiple priorities.
- Experience working with contractors, suppliers, or service providers.

Essential Knowledge and Skills

- Strong organisational and time management skills.
- Excellent written and verbal communication skills.
- High level of attention to detail and accuracy.
- Ability to maintain confidential information.
- Good customer service skills.
- Ability to work independently and as part of a team.
- Understanding of health and safety and compliance requirements within a facilities environment.

Desirable Criteria

- Previous experience within an estates, facilities, property, housing, healthcare, education, or local government environment.
 - Knowledge of facilities management software or CAFM systems.
 - Understanding of procurement processes and budget administration.
 - Health and Safety qualification (e.g., IOSH Working Safely).
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Key Competencies

- Organisation and Planning
 - Customer Focus
 - Communication
 - Teamwork
 - Problem Solving
 - Attention to Detail
 - Adaptability
 - Professionalism
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General Responsibilities

- Comply with all organisational policies and procedures.
 - Promote equality, diversity, and inclusion.
 - Participate in training and development activities.
 - Undertake any other duties appropriate to the grade and nature of the role as requested by management.
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This job description is intended to outline the main duties and responsibilities of the role and may be subject to review and amendment to meet the changing needs of the organisation.

Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

Equality and Diversity

- Promote equality of access to education, training, and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality, and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

Safeguarding

- Safeguarding is everyone's responsibility.

- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject, or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

About Us

We are an ambitious, entrepreneurial, and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.



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