HOLKHAM

Job description

Systems & Office Administrator

LOCATION	Holkham Land and Property, The Clocktower
REPORTING TO	Building Maintenance Manager
LATERAL RELATIONSHIPS	General Manager – Land & Property, Building Maintenance Manager, Land Agent, Compliance Coordinator, Property Manager, Building Surveyors & Accounting Team

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming and forestry. The leisure businesses comprise an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

Overall job purpose

The Systems & Office Administrator is responsible for providing administrative support to ensure that the department operates efficiently and ensures excellent tenant care through prompt telephone, email & data management.

This role involves managing documentation, coordinating with various departments, team members, contractors & suppliers whilst maintaining records to a high standard.

Delivering a high-quality service which is compliant with all legislative requirements.

Liaising with key stakeholders to ensure delivery of a smooth-running office and having a "can-do" attitude is key to ensuring our tenants are communicated to efficiently and that any arising issues are acted upon promptly.

Being an exemplary Landlord of our significant portfolio of land and property means we strive for a team of great communicators with a drive to deliver. Being a team player is key to the success of this role.

Key responsibilities

The following outline of responsibilities are intended to provide guidance. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by your line manager.

- To work closely with the General Manager, Estates Team and wider business to ensure the department operates efficiently. To deal with all customers, staff and contractors in a pleasant, thoughtful and courteous manner at all times
- Book meetings for the General Manager and coordinate diaries
- Act as first point of contact to all enquiries within Land & Property either via telephone, email or in person
- Concerto/Landmark Estate Management software superuser
- Administer Landmark/Concerto, including liaising with contractors regarding compliance documentation, uploading and amending work due by dates to accurately reflect required service dates
- Coordinate the job request system, ensuring it is up to date, accurate and requests are processed correctly and in a timely manner in conjunction with the Building Maintenance Manager
- Support the Land & Property Team to achieve total legislative compliance
- Report on outstanding jobs to Building Maintenance Manager and provide regular updates on the status of jobs
- Use of IComplete/Purchase Order system for the raising of purchase orders and processing and coding of invoices, liaising with the Finance Department as required
- Maintain accurate Landmark/Concerto records
- Management of Holkham Building Repairs repairs@holkham.co.uk mailbox
- Generation of required reporting using platforms available
- Record keeping of fuel register for all vehicles
- General office management duties such as ordering of supplies as required by all team
- Management of vehicle fleet as required by the Buildings Maintenance Manager
- Management of employee and tenant benefits
- Meeting minute taking as and when required and prompt delivery of minutes post meeting to attendees
- Ensure reactive works are raised and monitored in a timely fashion to ensure landlord obligations are met
- Ensure employee timesheets are processed by the required deadline for the accounts team
- Provide administrative support to the office team as and when required
- Management of the meeting room bookings and facilities
- Management of the on-call team rota

Essential skills:

- Minimum of 2 years of experience in an administrative role
- Experience of residential, commercial and agricultural properties
- Excellent organisational and communication skills
- Excellent proficiency in Microsoft Office Suite and property management software (is preferred)
- Excellent data analytical, and or CRM & reporting skills
- Ability to work independently and as part of a team
- Experience in repair, maintenance and purchasing processes

Preferred Skills:

- Experience with compliance and basic accounting skills
- Lettings experience
- Experience in repair, maintenance and purchasing processes
- Working knowledge of Building / Construction methods

Personal Qualities:

- Customer focused
- Proactive, enthusiastic and determined
- Organised individual who has the ability to multi-task
- Hands-on, ability to work independently and as part of a team
- Strong communicator
- A positive attitude and an ability to work calmly under pressure
- Flexibility with an ability to adapt in a fast-paced role
- Act as ambassador for the Estate
- An affinity with Our Five Great Behaviours