

# HOLKHAM

## Job description

### Office Administrator

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| LOCATION              | Holkham Property Company, The Clocktower, Longlands   |
| REPORTING TO          | General Manager   |
| LATERAL RELATIONSHIPS | Building Manager, Rural Surveyor, Residential Property Manager, Compliance Coordinator, Concerto & Works Coordinator, Property Co-ordinator, 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 Office Administrator is responsible for providing administrative support to ensure that the department operates efficiently and ensures excellent tenant care through prompt telephone, email and data management.

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

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.

## 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.

- Book meetings for the General Manager and coordinate diaries
- Provide administrative support to the office team as and when required
- General office management duties such as ordering of supplies as required by all team
- Management of employee and tenant benefits
- Meeting minute taking as and when required and prompt delivery of minutes post meeting to Attendees
- Management of the meeting room bookings and facilities
- Management of the on-call team rota
- Diary coordination for the HPC Management Team
- Record keeping of fuel register for all vehicles
- Order oil for district heating systems
- Door and gate entry, acting as the essential "shield" for the rest of the team.
- Manage and process queries to the management and lettings teams
- Booking Meetings for specialists and project managers
- Bookings of Pool Vehicles
- Management of the annual leave absence from the office planner
- Pull reports and documents for the planned projects.
- Servicing the serviced offices
- Management of employee and tenant benefits.
- Managing Insurances
- Support the Finance Team
- Printing drawings and documentation
- Management of the phone system
- Managing deliveries
- Management of technical and software issues - inclusive of printing
- Electronic filing management and coordination
- Manage the cleaning company and set KPI's
- Order uniforms & clothing
- Coordinating the on-call duty person
- Test and record keeping for the defibrillator.

## Essential skills:

- Minimum of 2 years of experience in an administrative role
- Excellent organisational and communication skills
- Excellent proficiency in Microsoft Office and Sharepoint
- Ability to work independently and as part of a team.

## Preferred Skills:

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

Personal Qualities:

- Customer focused
- Proactive and positive.
- Organised individual with the ability to multi-task
- Strong communicator
- A positive attitude and an ability to work calmly under pressure
- Act as ambassador for the Estate
- An affinity with Our Five Great Behaviours.