



## **ESTATE SERVICES ADMINISTRATOR JOB DESCRIPTION**

### **Reports to**

General Manager

### **Direct Reports**

N/A

### **Working pattern**

Working 5 shifts per week with normal hours being 9am to 5.30pm Monday to Friday which could include weekend and evening work as required as part of this role.

### **Main objective**

To assist with the smooth running of the Folkestone Harbour & Seafront estate services. With responsibility for the administration of these services and ensuring the safety and maintenance of the area, providing a good experience and high levels of customer satisfaction for residents and visitors.

### **Main duties**

1. Manage all administrative tasks for the Harbour & Seafront estate services.
2. Issue compliant service charge demands and budget communications on time.
3. Ensure service charge fees are fully paid on time and administer any debt recovery processes.
4. Communicate clearly and professionally to residents.
5. Be the point of contact for estate services handling all enquiries as appropriate.
6. Issue required notices as applicable for various matters including leases, covenants, rules, H&S and maintenance.
7. Administer paid for concierge services from enquiry, to scheduling and delivery, to billing.
8. Manage estate services office and functions provided by the estate services office and develop procedures to ensure processes and duties flow efficiently.
9. Order estate office supplies and estate consumables.
10. Administer all access control systems.
11. Coordinate meetings, managing the process and set up of the meetings including invitations, agendas minutes/notes taking/issuing as required.

12. Administer the resident's portal system, property management system, estate services systems and any other CRM systems.
13. Maintain and regularly update contact databases including residents, service providers, contractors and traders/commercial.
14. Assist with completion of leaseholder LPE1 forms and liaison with leaseholder solicitors as required.
15. Support the administration of the tendering and procurement processes.
16. Provide administrative support for the management of contractors, service providers and Harbour staff in the delivery of estate services such as PPM program, reactive works, servicing and testing.
17. Maintain and update health & safety, operational, legislative, management systems and any other regulatory records and paperwork and store appropriately.
18. File and archive written and electronic information, maintain records, store appropriately and ensure they are up to date.
19. Prepare and deliver timely, reliable reports, information and updates.
20. Code invoices to correct schedules and use the purchase order system.
21. Provide administrative support for all estate services financial tasks.
22. Provide administrative support for snagging and defects periods.
23. Provide administrative support to the General Manager as requested.
24. Scheduling appointments, arranging meetings and maintaining diaries as requested.
25. Assist with and make recommendations for setting up new systems/procedures for managing and operating estate services.
26. Work closely with the Harbour Administrator to ensure the smooth administrative running of Folkestone Harbour & Seafront.
27. Cover the Harbour Administrator with regards to all Folkestone Harbour and Seafront enquiries and tasks during any holiday or periods of absence.
28. Comply with all Harbour safety policies and procedures, both on a routine basis and in the case of any emergency.
29. Assist with Harbour events as required, including the risk assessment process, event preparation, hosting and clear up.
30. When assigned to take instructions from the General Manager for detailed tasking.
31. Undertake work-related training and maintain qualifications as directed.
32. Attend meetings as required.
33. Any other reasonable duties as directed by Management.



Signed: .....

Print Name: .....

Date: .....

## ESTATE SERVICES ADMINISTRATOR PERSON SPECIFICATION

	Essential	Desirable
<b>EXPERIENCE &amp; PERFORMANCE</b>		
Very experienced administrator	✓	
Experience in estate/property management administration		✓
Property/construction services industry experience		✓
Administration experience within a commercial customer service focussed environment	✓	
Proven track record of successfully delivering constant business improvements	✓	
Successful delivery of safe and effective operational standards	✓	
Experience of completing administration tasks to set standards	✓	
Experience of working with CRM systems and working to a set system flow	✓	
<b>SKILLS</b>		
Outstanding all-round administration skills and experience	✓	
Great time management and always act in a timely manner	✓	
Always professional with high personal standards and expectations of others	✓	
Highly organised with an eye for detail	✓	
Highly effective administrator with ability to manage own work and task schedule	✓	
Able to manage, develop and implement positive business change	✓	
Able to support and develop staff as individuals	✓	
Able to work with others, network, and positively influence others to gain the desired outcome	✓	
Ability to work across a very broad task range at a fast pace	✓	

<b>KNOWLEDGE</b>		
Understanding of the day-to-day activities of Folkestone Harbour & Seafront		✓
Knowledge and experience of operational and service standards	✓	
Demonstratable deep understanding of administration excellence	✓	
Thorough understanding of health & safety requirements	✓	
Understanding of maintenance and PPM requirements for property management		✓
Knowledge and experience of estate/property management rules and regulations		✓
<b>ATTRIBUTES</b>		
Positive attitude to new ways of working, with a record of responding flexibly to ad hoc requests and organisational change	✓	
Allrounder able to successfully turn hand to any task	✓	
Enthusiasm for customer service excellence	✓	
Smartly presented at all times	✓	
Professional, reliable, punctual, trustworthy and flexible	✓	
Great communicator at all levels and through all mediums	✓	
Highly analytical, organised and efficient	✓	
Highly IT literate	✓	
<b>QUALIFICATIONS</b>		
Professional qualification in property/estate administration/management		✓
Membership of an industry body for property/estate management		✓