
Recruitment information

Job description and person specification

Your title	Administration Officer
DBS check	N/A
Post number	PRN000245
Your team	Asset Management & Property Services
You would be based	Civic Centre, High Street, Esher, Surrey, KT10 9SD
Your line manager	Facilities Manager

About the role

You will be working in the Asset Management and Property Services team which deals with the running and maintenance of the council's operational and investments property portfolios.

You will assist with the day-to-day running of administration operations within the team including helpdesk and general admin duties.

The department comprises of both estates and building surveyors, as well as facilities professionals.

The main purpose of the role:

You will provide daily administrative support to the team including operating the maintenance helpdesk along with updating the Technology Forge software system and associated business information systems including the council's finance system (Civica).

Specific duties and responsibilities

General:

Examples of the admin support you will provide include:

- Monitor the team's generic email inboxes; building maintenance, facilities and room bookings.
- Answer calls within the council's standard timeframe and redirecting/taking messages.
- Maintaining and managing room bookings using the council's room booking system.
- Issue new and temporary passes to staff, councillors, tenants, visitors & contractors).
- Manage the council's Paxton door access system including setting up new passes.
- Delegate FOIs and ensure they are answered in accordance with Council policy.
- Management of key safe including audit, adding and removing keys as required.
- Ensure the record of team contact details and structure chart are kept up to date.

- Keep up to date a schedule of mandatory training requirements for the team.
- Order Stationaries for AMPS Team.
- Attend and participate in corporate meetings and working groups.
- Maintain an up to date Procedures Manual for all AMPS Administration duties
- Adhere to the Data Protection Policy and Procedure and ensure private and confidential data is kept secure and disposed of in the appropriate manner.

Help desk:

- Operate the team's Technology Forge help desk to support with any maintenance and/or facilities issues across our operational buildings.
- Assigning help calls to Relevant Building Surveyors
- Issue monthly inspections to M&E, Water Hygiene and Fire alarm maintenance contractors.
- Assist in the management of the team's Tech Forge modules including adding or deleting users, data loading, setting up and updating relevant email triggers.
- Undertake various trouble shooting issues to TF and ICT

Purchasing, invoicing and finance:

- To follow the team's processes in administering contractor orders to ensure that all financial standing orders are met. Highlight and escalate to the management team where it appears financial standing orders may not be met.
- Raise Purchase Order for Capital and Planned maintenance works for Estates, Facilities and Building Maintenance teams
- Manage a large volume of invoices every week for the team's measured term contracts.
- Set up new suppliers and update supplier records when there is a change
- Raise queries with supplier on disputed invoices to arrange credit note or revise invoices.
- Run reports against various cost centres e.g. Capital, Planned and Revenue and income code to review income and expenses frequently
- Coordinate end of year process with surveyors and managers to raise liabilities and close down invoices and Purchase orders from previous year to charge against relevant financial year

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Insert title: Administration Officer

Salary: £23,912 - £26,357

Team: Asset Management & Property Services/Facilities Services

Post no: PRN0000245

**Hours: 36hrs per week
Car allowance: N/A**

Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	GCSE Maths and English	E	(A)(I)
2	Recognised Business Qualification in business administration and/or ICT	D	(A)(I)

Experience

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
3	Proven skills in team working	E	(A)(I)
4	Self-motivated and adaptable	E	(A)(I)
5	Planning and management of resources	D	(A)(I)
6	Experience of prioritising workload, time management and dealing with conflicting priorities	E	(A)(I)
7	Experience of maintaining comprehensive records	E	(A)(I)

Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
8	Knowledge of software programme and database management (Technology Forge would be a distinct advantage)	D	(A)(I)
9	Knowledge of general office practices and procedures	E	(A)(I)
10	Knowledge of general IT systems and applications including spreadsheets, word	E	(A)(I)

	processing and databases and administrative skills		
11	Ability to identify problems and suggest solutions	E	(A)(I)
12	Ability to communicate effectively with internal and external contacts at all levels.	E	(A)(I)
13	Ability to remain calm under pressure	E	(A)(I)
14	Property knowledge	D	(A)(I)

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
15	Ability to work as part of a team and on own initiative	E	(A)(I)
16	Pleasant and friendly manner and ability to get on with people at all levels	E	(A)(I)
17	Willingness to work flexibly	E	(A)(I)