**YMCA DERBYSHIRE**

**JOB DESCRIPTION**

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| **Job Title** | **Estates and Maintenance Administrator** |

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| **Salary** | **£18,263.93 Pro rata** |

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| **Hours** | **20 hrs per week** |

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| **Section A** | **Basic Objectives of the Post** |

* To provide administration support to the Estates and Maintenance Team.
* To respect and uphold the aims, vision and values of the YMCA

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| **Section B** | **Background to the post** |

This is a new post designed to provide specific administrative support and compliance tasks.

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| **Section C** | **Responsible to** |

Estates & Maintenance Manager

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| **Section D** | **Responsible for** |

None

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| **Section E** | **Duties & Responsibilities** |

1. **To provide administration support to the Estates and Maintenance Team; this will include:-**

**Health and Safety**

* To assist the Estates and Maintenance Manager in ensuring appropriate and accurate records are maintained for compliance with Health and Safety requirements across the organisation.
* To provide administrative support for all Health and Safety matters.
* To assist the Estates & Maintenance Manager in ensuring that all reporting requirements are followed for Health and Safety procedures including RIDDOR and funder/partners requirements.
* Co-ordinate all compliance checks across all sites

**Facilities**

* To provide administrative support and co-ordination of processes for the Estates and Maintenance department. Including:
  1. Repairs requests – planned, reactive and emergency
  2. Co-ordinate purchase orders and invoicing
  3. Co-ordinate contractors and access
  4. Provide administrative support for the management of fleet vehicles
* To assist the Estates & Maintenance Manager keep an up to date list of preferred contractors including out of hours service.
* To be the first point of contact for telephone calls and enquiries from external tenants reporting maintenance issue in dispersed properties.
* Provide monthly statistics to the Estates & Maintenance Manager on performance against KPIs

1. **This is not an exhaustive list of duties and the post holder may be required to undertake other duties as reasonably required, commensurate with the level of position to meet the needs of the department and organisation**

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| **Section F** | **Functional links** |

To develop good working relationships within the YMCA; across all departments and centres

It is also essential to establish and maintain appropriate working links with all professional colleagues and organisations in the field. This will include:-

* Maintenance staff
* All departments
* Residents
* Suppliers
* Contractors

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| **Section G** | **Any additional information** |

To attend training courses when required as part of continued professional development

Employees of YMCA Derbyshire will be required to work within the remit of all organisational policies and procedures and any relevant legislation.

**YMCA DERBYSHIRE**

**CORE COMPETENCIES**

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| **Job Title:** | **Estates and Maintenance Administrator** |

YMCA Derbyshire has a **Competency Framework** which identifies the core behaviours the organisation wishes to develop and engender as part of the culture. The Competencies relevant to this role and the level of competence required are highlighted below. Essential competency requirements for this role are highlighted in the person specification and all applicants will be expected to evidence how they meet these through their application and supporting statement.

**Customer Focus** is about consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations

* Insert Level 1

**Team-working** is about using interpersonal skills to work co-operatively and enthusiastically with others in own team and with a diverse range of people (internal/external) to share knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

* Develops positive relationship with others
* Understands what others need to know and keeps them informed
* Fosters an environment where others feel respected
* Identifies opportunities for joint working to minimise duplication
* Encourages and supports other colleagues

**Communicating and Influencing** is about presenting information and ideas clearly and effectively to a diverse range of people ensuring the message is understood and negotiating and persuading to achieve the best possible outcome.

Level 2 indicators of effective performance

* Communicates openly and inclusively with internal and external customers
* Clearly articulates messages taking into consideration the target audience, adapting style and communication method accordingly
* Presents a credible and positive image both internally and externally
* Aware of impact of own behaviour and communication style on others

**Planning & Organising** is about thinking ahead, managing priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard

Level 2 indicators of effective performance ? Level 1

* Prioritises work in line with key departmental objectives
* Makes contingency plans to account for changing work priorities and deadlines
* Identifies and consults with relevant team members and stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team objectives can be met

**Managing & Developing Performance** is about setting high standards for oneself and others, guiding, motivating and developing them to achieve high performance and meet the organisations’ objectives and statutory obligations

Level 2 indicators of effective performance

* Seeks opportunities to develop professional skills and knowledge and encourages team to do so
* Ensures own and others’ workloads are realistic and achievable
* Provides staff with clear direction and objectives, ensuring they understand expectations
* Recognises achievements and provides constructive feedback and guidance
* Gives staff autonomy and confidence to perform well and to their potential

**Decision Making** is about forming sound, evidence based judgements, making choices, assessing risks to delivery and taking accountability for results

Level 1 indicators of effective performance

* Takes personal responsibility for own decisions
* Identifies and uses relevant information to make decisions
* Makes straightforward decisions to progress own work
* Understands which decisions are within own area of responsibility and which to pass to others
* Asks others for input, recognising the benefit of more than one perspective

**Responding to Pressure and Change** is aboutbeing flexible and adapting positively, to sustain performance when the situation changes, workload increases and priorities shift.

Level 1 indicators of effective performance

* Responds flexibly to changing circumstances
* Stays calm in pressurised and demanding situations
* Recognises when unable to cope and asks others to help
* Demonstrates openness to changing work priorities and deadlines
* Learns from mistakes
* Maintains personal well-being and achieves a balance between work and home life

**Strategic Thinking** is about using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action

Level 1 indicators of effective performance

* Understands the structure and statutory responsibilities of the organisation
* Understands how own and team’s work contributes to the delivery of the organisation’s objectives
* Shows consideration for wider organisational implications of personal work
* Understands what specific actions need to be taken to contribute to organisational objectives
* Uses understanding of different parts of the organisation to accomplish goals and objectives

**YMCA DERBYSHIRE**

**PERSON SPECIFICATION**

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| --- | --- |
| **Job Title:** | **Estates and Maintenance Administrator** |

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| **TECHNICAL REQUIREMENTS (includes experience and qualifications)** | **Essential/**  **Desirable** |
| English & Maths GCSE Grade C or above | E |
| Proven experience in clerical/administrative support role in an office environment | E |
| Excellent IT and administration skills | E |
| Experience of processing Sales & Purchase invoices | E |
| **Customer Focus** |  |
| Good customer service skills | E |
| Understands differing needs of customers | E |
| **Team-working** |  |
| Ability to work as part of a team, but also on own initiative and at times unsupervised. | E |
| Reliable and can work with others to ensure tasks are complete | E |
| **Communicating & Influencing** |  |
| Ability to communicate with a diverse range of people | E |
| Good inter-personal skills | E |
| Excellent verbal and written communication skills at all levels | D |
| Understands the need for confidentiality and discretion at all times | E |
| Proficient in using Microsoft Office including Word, Excel, Powerpoint, Databases and Outlook | E |
| **Planning & Organising** |  |
| Excellent organisational skills | E |
| Proven ability and experience in establishing and maintaining effective filing and administration systems and office procedures | E |
| Ability to complete and finish tasks to timescale | E |
| Experience of implementing and maintaining Health and Safety records | D |
| **Managing & Developing Performance** |  |
| Keeps up to date with new processes and information in own role | E |
| Demonstrates high standards of delivery in own area of work | E |
| **Decision Making** |  |
| Knowledge of Health and Safety legislation including COSHH and RIDDOR | D |
| Experience of reporting requirements for Health & Safety procedures including RIDDOR. | D |
| **Responding to Pressure & Change** |  |
| Ability to work under pressure to meet the changing demands of the post and organisational needs | E |
| **Strategic Thinking** |  |
| Understands the structure and statutory responsibilities of the organisation | E |

**YMCA Derbyshire**

**TERMS AND CONDITIONS**

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| **Job Title:** | **Estates and Maintenance Administrator** |

1. **Salary**

£18,263.93 per annum pro rata

**2. Hours of work**

20 hours per week

**3. Leave entitlement**

33 days per year including Bank Holidays

**4. Sick pay provision**

2 weeks in a rolling 12 month period; following a 3 month qualifying period

1. **Pension entitlement**

Auto enrolment to Peoples Pension

1. **Period of termination notice**

One week during 6 month probation period thereafter one month

1. **Conditions of appointment**

The appointment is subject to YMCA Derbyshire receiving two satisfactory

references, a Criminal Background check and a six month probationary period.