

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Estates
Core Job Role:	Administration Assistant
Job Title:	Administration Assistant - Estates
Reports to:	Lead Administrator
Grade	RLW
Date of compilation:	May 2023

ROLE SUMMARY:

The overall purpose of the role will be to provide administrative support to the Estates team, dealing with routine enquiries from departments and external customers. The post holder will be competent in liaising with a variety of stakeholders, maintaining professionalism when interacting with people at all levels. You will assist in developing and maintaining filing systems, such as Sharepoint, whilst preparing reports and spreadsheets under the guidance of your line manager.

SPECIFIC ROLE RESPONSIBILITIES:

1. Provide comprehensive administrative support to the Estates & Campus Facilities management function.
2. Provide a first point of contact and deal with routine enquiries from a variety of sources including internal customers, contractors, consultants and suppliers.
3. Administer the Estates help desk system and processes, including providing standard system reports as required, keeping the system up to date as additional information is provided by Campus Services and Maintenance staff and contractors.
4. Develop and maintain the department filing and document storage and retrieval system including handling confidential documents.
5. Carry out routine office tasks such as word-processing, filing, photocopying, diary management, handling post, providing occasional hospitality for meetings etc.
6. Prepare reports and support with presentation, re-formatting, summarising or otherwise re-organising data sets to facilitate reporting under the guidance of the Lead Administrator.
7. Arrange and service meetings for senior managers, including sending out invites, resolving any scheduling/availability issues, providing agendas, finding venues where necessary and note/minute taking, approval and distribution in liaison with the meeting chair or organiser.

8. Maintain stock for department including ordering of general stationery stock and pre-printed documents.
9. Raise requisitions where they comply with procurement policies, administer goods received notes and where necessary invoices/credit notes, and raise re-charges as directed by the Lead Administrator
10. Liaise with customers, suppliers, contractors, consultants and other parties as necessary and as directed in relation to the delivery of estates and facilities services.
11. Assist the Lead Administrator with the verification of parking permit applications, contacting users where data is missing or needs appropriate evidencing

CORE RESPONSIBILITIES:

12. Providing sickness and absence/ holiday cover across Luminate Education Group sites.
13. Deliver an exemplar, customer-focused Facilities service
14. Work collaboratively and consultatively with Safety, Health and the Environment and the
15. Capital Projects team to ensure the service proactively supports managers and employees
16. Contribute towards service cross-functional projects and work streams
17. Improve and maintain internal relationships with other Group Shared Services functions such as MIS, Finance, IT, HR, Capital Projects & Student Recruitment and Marketing
18. Contribute to internal and external networks
19. Contribute to the Wellbeing Strategy

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Estates Administration Assistant
Department	Estates

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it is an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C = Certificate, MT = Micro Teach

Qualifications & Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Literacy and Numeracy at Level 2 or above	A
E	Q2. Relevant Customer Service qualification or training	A
Experience & Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Good knowledge of Microsoft office/google applications	A /I/T
E	EK2. Good knowledge of Pro solutions or other student records system	A / I
E	EK3. Experience of administrative and/or student records work in an education setting	A / I
E	EK4. Knowledge of data protection and confidentiality requirements	A / I
E	EK5. Experience of the college enrolment processes including cash/card handling	A / I

Skills & Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1 Ability to work flexibly across a number of tasks	A/I
E	SC2 Good Communication Skills	A/I
E	SC3 Good Customer Service	A/I
E	SC4 Excellent IT Skills	A/I/T
E	SC5 Good Attention to detail and accuracy	A/I/T
Behavioural, Values & Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda.	I
E	B4. Commitment to professional standards.	I
E	B5. Commitment to restorative practice approaches.	I