

# JOB DESCRIPTION

<b>Job Title</b>	<b>Senior Estates Assistant</b>		
<b>Reports to</b>	<b>Estates Helpdesk &amp; Administration Manager</b>		
<b>Department</b>	<b>Estates, Campus Services</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Estates Services is part of Campus Services and Developments which covers a diverse range of specialist support functions including all aspects of space and office allocation, buildings and maintenance, security, reception, office and copying services, travel services, housekeeping, cleaning, catering, switchboard and fitness centre services. Working as a team, the Campus Services and Developments manages both day-to-day operations & longer term strategic planning.

Maintenance covers all aspects of estates managed by a team of qualified electricians, mechanical engineers, plumbers, carpenters, general maintenance and apprentices. The department is actively involved in minor and major refurbishment programs and maintains strong links with external contractors.

## Job Purpose

To provide an efficient and comprehensive support service to the Director of Estates, Head of Building Service and the Estates Helpdesk & Administration Manager within the Estates team as well as providing backup support with the Operations Department Admin Team.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### **Key areas of accountability:**

#### **General Coordination of the Estates Department**

- Establish comprehensive filing systems, collating and filing all Estates related data in electronic and hard copy format, including lease and property files, and project folders.
- Responsible for maintaining up to date asset and fabric PPM data, liaising with the office moves co-ordinator and maintenance team
- Acting as a central communication point, circulating information between members of the Estates team and posting portal / web announcements. In particular, to work closely co-ordinating with all relevant stakeholders.
- Create and maintain operational and project consultant/contractor related database, updating & monitoring records, fees, programmes and arranging appropriate meetings, taking minutes as necessary.
- Assist and occasionally lead small projects in Estates and assist with tenders and procurement.
- Liaise with internal and external contacts providing a high level of customer service and advice, responding to questions about Estates and project matters.

#### **Finance & Governance**

- Act as a principle purchasing officer for operational, project and maintenance budget holders in Estates, creating and releasing of purchase orders by the designated budget holder. Goods matching and sending invoices to Accounts in a timely manner, keeping the PO tracker up to date.
- Liaise with Project Managers to ensuring the fortnightly project update and finance spreadsheet is up to date and circulated.
- Responsible for the management of utilities and other estates related finance and consumption monitoring.
- Ensure the successful compilation of submissions for compliance reporting
- Responsible for a Departmental Credit card, ensuring all receipts and returns are submitted in a timely manner.
- Ensure the timely submission of the monthly overtime sheet for the maintenance dept to payroll.
- Ensure all monthly team expenses such as mobile phone bills are submitted accurately and on time

#### **Estates Administration**

- To provide comprehensive administrative support to the Director of Estates, Head of Building Services and the Estates Helpdesk & Administration Manager, including responding to telephone enquiries, screening and responding to incoming correspondence, coordinating appropriate action and resolutions, writing reports and establishment of a comprehensive filing system.
- Maintain the planned maintenance Service Planner sheet with the Estates Helpdesk & Administration Manager
- Meetings management including booking rooms, catering and other materials required, and providing accurate minutes for circulation.
- Update and maintain the Estates Portal pages.
- Co-ordinate the Induction process for new Maintenance staff.
- To provide temporary cover to assist and support other Operations departments when required.
- Any other duties as assigned by your line manager.

### **Process Improvement**

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.
- The above responsibilities are not an exclusive or exhaustive list and the post holder will be required to be co-operative and flexible within the needs of the post, the department and the School.

### **KPIs:**

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

### Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Strong administrative experience, including financial monitoring & financial management processes.
- Several years' experience in a busy environment working for/ with multiple managers.
- Ability to work unsupervised and use initiative.
- Excellent problem solving skills.
- Experience of working in a customer facing environment.
- Advanced knowledge of Microsoft Office Skills – Outlook, Word, Excel & PowerPoint.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.

### Resources including team management

NA

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>15/10/2021</b>