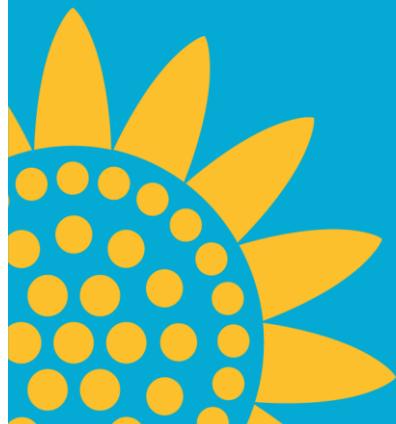




Estates Administrator



Job Summary

Reporting to the Estates Manager, the Estates Administrator will support with the smooth and efficient running of the Corporate Services (Catering, Facilities and Housekeeping) and Health and Safety operations. Provide administrative support to help maintain health, safety and compliance standards, and ensure a professional, responsive service is given to staff, contractors, and other key stakeholders.

Main duties and responsibilities

Administrative Support

1. Serve as the primary point of contact for all estate-related visitors and enquiries, distributing and actioning items as appropriate, ensuring urgent matters are promptly brought to the attention of relevant staff.
2. Coordinate the organisation's health and safety management system, allocating jobs to staff efficiently and tracking completion to ensure timely service delivery.
3. Liaise with suppliers and contractors, coordinating work as directed, following up on requests, monitoring progress, and escalating issues to the Estates Manager as required.
4. Administer compliance and maintenance records for estate assets, monitoring servicing schedules and documentation to ensure

January 2026

adherence to BS standards, UK regulations, and environmental and safety requirements, escalating as required.

5. Ensure governance and compliance around building safety, including the co-ordination of the risk register, maintaining up-to-date records, reviewing and updating documentation, and supporting preparation of reports, audits, and regulatory compliance activities.
6. Order and maintain corporate services supplies, ensuring compliance with purchasing and finance procedures.
7. Schedule meetings and appointments, prepare rooms, take minutes and circulate agendas and action points.
8. Supervise estate-based volunteers, providing support where needed to help them achieve their full potential.

Other

1. Attend all mandatory training or courses.
2. Attend any meetings, training or developments required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.



Estates Administrator

4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.



Estates Administrator

Person Specification

Requirement	Essential	Desirable
Experience & Skills	<ul style="list-style-type: none"> ▪ Previous experience of working in a busy office environment in an administrative function ▪ Experience of working in a people facing role ▪ Ability to multi-task and manage conflicting priorities ▪ Ability to work confidentially and with high levels of discretion and accuracy ▪ Demonstrate problem solving skills using own judgement and initiative 	<ul style="list-style-type: none"> ▪ Experience in stock ordering ▪ A knowledge of health and safety requirements and specialist terminology ▪ An understanding of compliance and auditing
Communication	<ul style="list-style-type: none"> ▪ Excellent verbal and written communication skills ▪ Proven interpersonal skills ▪ Ability to communicate at all levels within the Hospice and to external stakeholders 	
Personal	<ul style="list-style-type: none"> ▪ Able to work on own initiative and work as part of a team ▪ Flexible and adaptable to meet the changing needs of the service ▪ Courteous and respectful of others ▪ Confident 	
IT	<ul style="list-style-type: none"> ▪ Good IT skills ▪ Proficient in using Microsoft applications (Word, Excel, PowerPoint, Outlook) ▪ Demonstrate knowledge of inputting and retrieving data accurately 	<ul style="list-style-type: none"> ▪ Experience of using various IT systems such as health and safety or facilities management software
Other Requirements	<ul style="list-style-type: none"> ▪ Be prepared to assist with Hospice fundraising activities 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview