

JOB DESCRIPTION

Job title: Estates Administrator

Reports to: Estates Contract Manager

Contract Type & Hours: FTC – 12 months – 35 hours

Location: Hybrid with 2 days a week at Mountbarrow House

Role Summary

The Estates Administrator provides comprehensive administrative and operational support to the Estates Contracts Manager, helping to deliver effective estates services across a multi-site property portfolio. The role supports the management of contracted services, including cleaning, grounds maintenance, and tree stock management, ensuring service delivery meets agreed Service Level Agreements (SLAs), Key Performance Indicators (KPIs), and quality standards.

Key responsibilities include contract administration, contractor coordination, maintaining asset and service records, monitoring performance, producing reports, managing financial administration, and supporting procurement activities. The role acts as a key liaison between contractors, residents, Housing Managers, Surveyors, and Property Services teams to ensure effective communication and timely resolution of service issues.

The ideal candidate will have strong organisational and administrative skills, experience working with contractors or service providers, proficiency in Microsoft Office, and the ability to manage multiple priorities in a fast-paced, multi-site environment. Experience within property services, housing, estates, facilities management, or asset management environments is advantageous, along with familiarity with estates management systems and performance monitoring processes.

General responsibilities and behaviours

- Communicate effectively with colleagues, customers and organisations outside Haig
- Contribute to continuous improvement and innovation
- Work collaboratively as part of a team and across services
- Promote equality, diversity and inclusion in all aspects of work
- Comply with all relevant legislation, regulatory requirements and Haig policies

Key Role Outputs

- Tenant enquiries relating to cleaning, grounds maintenance and arboriculture services are acknowledged, progressed and resolved within agreed service standards.
- The grounds maintenance inbox is monitored regularly, with enquiries correctly allocated, works orders raised and urgent or unresolved matters escalated promptly.
- Works orders are raised accurately, contain sufficient information for the contractor and are monitored through to completion.
- Complete and up-to-date records are maintained for scheduled cleaning, grounds maintenance and arboriculture visits.
- Contractor visit schedules are checked against completed service records, with missed, incomplete or poor-quality visits identified and reported.
- Accurate contractor performance information is produced to support monitoring against agreed key performance indicators, service standards and contractual requirements.
- Performance exceptions, including missed visits, overdue works, repeat failures and tenant dissatisfaction, are escalated to the Estates Contract Manager.
- Contract databases, spreadsheets and ICT systems are updated promptly and accurately so that current service and performance information is available.
- Site visits, inspections and works are coordinated effectively with tenants, contractors and internal colleagues, with appropriate notice and information provided.
- Tenant and stakeholder communications are clear, professional, accessible and recorded on the appropriate system.
- Supporting information for complaints, service failures and contractor disputes is gathered and provided within agreed timescales.
- Complaint actions relating to estates contracts are recorded, monitored and followed up until completion.

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- Contract meetings are arranged effectively, including invitations, agendas, supporting papers and meeting facilities where required.
- Accurate meeting minutes and action logs are produced and circulated promptly, with outstanding actions monitored and followed up.
- Routine contract reports and performance information are prepared for the Estates Contract Manager, highlighting trends, risks and areas requiring action.
- Records are maintained in accordance with data protection, document-retention and information-management requirements.
- Opportunities to improve contract administration, customer communication, data quality and service delivery are identified and shared with the Estates Contract Manager.
- Effective working relationships are maintained with contractors, tenants and colleagues across Haig to support the timely delivery of estate services.

Person Specification

	Essential	Desirable
Qualifications/Education		
Minimum 3 years' experience in an administrative role	X	
Minimum 3 years' administrative experience in an Grounds maintenance, arboriculture or compliance role		X
ICT Skills		
Effective use of ICT systems, for example: Microsoft 365 applications (Outlook, Word, Excel, Teams), digital record-keeping and document management systems	X	
Ability to accurately input, manage and retrieve data	X	
Awareness and/or ability to follow cyber security and data protection principles	X	
Effective use of role-specific systems (CRM, housing management, finance, HR, or case management systems)	X	
Ability to adapt to new technologies and digital ways of working	X	
Knowledge & Experience		
Experience relevant to the role and service area	X	
Understanding of delivering services in a customer-focused environment	X	
Knowledge of relevant legislation, policies, or good practice related to the role		X
Experience of working to deadlines and managing competing priorities	X	
Experience of working in a regulated or public-facing organisation		X
Knowledge of safeguarding, health and safety or compliance frameworks relevant to role		X
Personal Attributes & Skills		
Strong communication skills (verbal and written)	X	
Ability to work effectively both independently and as part of a team	X	
Organised, methodical, and able to prioritise workload	X	
Problem-solving skills with attention to detail	X	
Flexible and adaptable approach to work	X	

Summary only – all aspects subject to variation

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Confidence in engaging with a wide range of customers or stakeholders	X	
Coaching, mentoring, or supporting others (where appropriate)		X
Equality, Diversity & Inclusion (EDI)		
Commitment to promoting equality, diversity, and inclusion	X	
Understanding of the importance of inclusive service delivery and fair treatment	X	
Ability to work respectfully with people from diverse backgrounds	X	
Experience of contributing to inclusive practices or initiatives		X
Compliance & Safeguarding		
Understanding of and commitment to, Health and Safety at Work, Data Protection and confidentiality (UK GDPR), Safeguarding (where applicable to the role)	X	
Willingness to undertake mandatory training	X	
Experience of working within compliance or regulatory frameworks		X
Leadership		
Effective leadership/management of others and can motivate a team and/or others to deliver continual improvement		X
Effective people management		X
Behaviours		
The postholder will be expected to demonstrate behaviours aligned to Haig's values, including: - Professionalism, integrity, and accountability - Respect and fairness in all interactions - A positive, solution-focused approach - Willingness to embrace change and new ideas - Commitment to high standards of service delivery	X	

Please note that you will be expected to provide clear evidence of how you meet the above requirements

Additional Information

The postholder must be willing to work flexibly in line with service needs

This job description is not exhaustive and may be reviewed in line with service requirements

Values Statement

Haig Housing Trust is committed to delivering high-quality services and expects all staff to work in line with its values, demonstrating professionalism, respect, integrity, and a commitment to continuous improvement.

JD reviewed on Date: _____ Next review due _____