



Job title:	Estates Administrator	Reporting to:	Estates & Facilities Lead
Department/Group:	Estates	Job code/Req no.:	
Location:	HOSF	Travel required:	No
Band	3	Position type:	Part Time 0.6

Main Duties & Responsibilities

The function of the Estates Administrator is to provide administrative and coordination support to the Estates function, ensuring all maintenance, compliance and contractor activity is effectively organised, recorded and auditable.

1. Log and track all maintenance requests
2. Maintain work schedules and job records
3. Support allocation of work through effective coordination
4. Maintain records for PPM activities
5. Maintain records for contractor servicing
6. Maintain records for statutory compliance
7. Ensure all records are accurate, complete and audit-ready
8. Support maintenance of asset and compliance registers
9. Book contractor visits and coordinate access
10. Maintain contractor records, including documentation and insurance
11. Obtain competitive quotes for work where needed
12. Act as first point of contact for contractor queries
13. Raise purchase orders and track expenditure
14. Process invoices and ensure appropriate documentation is recorded
15. Produce reports on outstanding jobs / compliance status / contractor activity
16. Maintain systems and databases
17. Arrange and support Estates meetings
18. Take minutes and track actions at H&S meeting
19. Maintain shared records and documents
20. Provide administrative support to Estates Lead
21. Act as a key contact for estates-related queries
22. Support wider organisational administrative needs where required

Qualifications, Skills, Experience, Knowledge & Approach

- Strong administrative and organisational skills
- Experience managing data, records or scheduling
- Excellent attention to detail
- Good IT skills (Excel, systems, databases)
- Ability to manage multiple tasks effectively

Communication

- Effectively engage with staff, volunteers & the public
- Ability to manage queries efficiently and effectively
- Problem solving skills, ability to address issues and make informed decisions
- Writing reports, maintenance plans, and emails.
- Documenting work schedules and staff instructions.

Decision Making

- Able to manage own time and workload effectively, and manage the adhoc and regular Estates team and volunteer rotas, to ensure team coverage for all maintenance tasks
- Identify issues and escalate appropriately
- Planning and prioritisation
- Problem solving under pressure
- Prioritise administrative workload
- Maintain accuracy in all records and processes

Mental & Physical Consideration

- Office Based Role
- Extended periods of computer work

Working Conditions & Environment

- Office-based within Hospice environment

Health & Safety

- Understand and comply with all Health and Safety, Fire and Infection Control regulations
- Complete all mandatory training and oversee compliance of Estates Team, volunteers and contractors
- This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.
- Note taking at the Health & Safety Committee

Safeguarding

Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.

Last updated by:

Director of Finance

Date/Time:

June 2026