

# Job Description



<b>Title</b>	Facilities Administrator
<b>Based</b>	Harbourside House, Leith
<b>Dept/Region</b>	Finance & Resources
<b>Line Manager</b>	Head of Human Resources & Support Services

## Our Mission

For 60 years, the Scottish Wildlife Trust has worked with its members, partners and supporters in pursuit of its vision of healthy, resilient ecosystems across Scotland's land and seas. The Trust successfully champions the cause of wildlife through policy and campaigning work, demonstrates best practice through practical conservation and innovative partnerships, and inspires people to take positive action through its education and engagement activities. It also manages a network of over 100 wildlife reserves across Scotland and is a member of the UK-wide Wildlife Trusts movement.

## Our Values

- We are pioneers
- We are always learning
- We act with integrity
- We are evidence-based
- We are impact focused
- We are collaborative

## Overall Purpose of the Role

The role of the Facilities Administrator is to effectively facilitate property maintenance and related services. Maintain vehicle fleet and its administrative systems and support other departmental staff in related administrative tasks as and when required.

## Key Success Areas

The key success areas are:

- Providing a professional, timely and proactive approach to ensure all properties, fleet and any equipment are updated, within lease and/or fit for purpose.
- Providing a diligent, helpful and organised manner when dealing with all Trust Team members

## Main Objectives

### Properties:

- Ensure lease agreements are in place and records held in central file
- Maintain good relations with landlords and resolve any issues arising
- Ensure appropriate insurance cover is in place and any claims are administered effectively with the assistance of our external insurance brokers
- Ensure rent and council tax/rates and any other related costs match lease agreements

- Manage monthly utilities bills and negotiate cost effective and 'green' deals with relevant companies
- Monitor security procedures for Trust properties and improve where appropriate
- Promote 'green office' ethos throughout Trust properties and give advice on appropriate measures to maintain/set up green procedures i.e. recycling, energy use etc
- Liaise with premises managers to assist with moving of properties - terminating/setting up contracts for utilities, broadband, waste management, etc
- Work with the Health and Safety Officer to maintain a central premises management spreadsheet available to managers to prompt them of important dates and provide details of reliable suppliers

#### **Fleet Vehicles:**

- Ensure all vehicles remain roadworthy through ensuring MOT certification is in place and any repairs are undertaken, including issuing reminders to registered keepers of when MOTs and services are due
- Ensure vehicle tax is renewed for all fleet vehicles in conjunction with the Finance team
- Ensure all insurance cover is in place and premiums are paid, and claims are processed effectively
- Maintain fleet vehicle packs to ensure fuel cards, breakdown services details, drivers' checklists, mileage sheets etc are in place and used appropriately
- Instruct and manage driver's necessary vehicle compliance documentation
- Raise PO's and liaise with garages for any maintenance and repairs required for fleet vehicles
- Assist colleagues with administration for vehicle hires

#### **Telephones (mobiles and landlines):**

- Maintain up-to-date records of all mobile phone/tel number distribution
- Maintain mobile handset and tablet inventory
- Check monthly mobile and landline bills and work with Finance team to complete accurate reports
- Order and set up mobile phones for distribution to staff, working alongside IT department
- Maintain mobile contracts and liaise with external personnel to negotiate preferable procurement deals
- Monitor data usage and investigate any high data values, advising HoHR of any misuse

#### **Vehicle Safety/Risk Management (Driving for the Trust policy)**

- Ensure all drivers adhere to the Driving for the Trust Policy when driving fleet or private vehicles.
- Check all drivers' licences (employees and volunteers) on an annual basis in order to comply with H&S regulations

#### **Administration**

- Deal with telephone enquiries and assign to appropriate personnel, sharing responsibility with the Support Services Administrator
- Provide additional reception support and support other departments at 'peak' times
- Keep all digital records for properties, vehicles and telephones up to date
- Provide office management services as required including general maintenance, posting and franking of mail
- Maintain and order the office supplies as required including milk, coffee, cleaning supplies etc
- Assist with general running of office including dealing with fire alarm testing, keyholders list, waste management etc
- Advise and assist with hot desk booking and general hot desk requirements including liaising with IT department
- Administrative systems – in conjunction with the Support Services and HR team, you will maintain and develop administrative systems and ensure the office is well maintained.
- Health and Safety and wellbeing – you will ensure security/fire/office health and safety procedures are compliant and in operation.
- Other general office duties as required

### Key Internal & External Contacts

- All staff across the whole Trust – advice and information provision
- Supporters and general public
- Finance team – close communication when dealing with invoices, payments etc
- Landlords, property agents and contractors
- Property and Vehicle Insurance companies
- Utilities companies
- Local and Scotland-wide vehicle repair/service points
- Various contractors, including contract cleaners, trades

### Qualifications, Experience (essential/desirable)

Essential Qualifications (or matched experience) :

- N/A

Desirable Experience:

- Proven experience of working in a similar environment, where the following experience will have been gained:
  - Providing quality first-level customer response with the ability to know when to escalate
  - Commitment to equal opportunities practice and behaviour

Key competencies	Essential
Technology and knowledge (IT)	Highly proficient in the use of Microsoft office with demonstrable expertise in Word, Excel and Outlook
Organisation and planning	Manage own workload and meet tight deadlines, often under pressure High levels of numeracy with accuracy and attention to detail
Communication (writing/spoken)	Tact and diplomacy to work with confidential information and build relationships
Problem Solving	Good analytical and solutions-focussed approach to problem solving
Judgement	Ability to exercise judgement, particularly in relation to escalation
Management	Ability to manage and influence managers to develop best practice
Teamwork	Ability to work alone and be part of a team
Commitment to organisational culture, values and vision	Some knowledge and passion for wildlife conservation

Additional Requirements	Essential	Desirable	Not applicable
Right to work in the UK	✓		
Full Driving Licence		✓	
Protection of Vulnerable Groups membership			x
First Aid Certificate		✓	

Credit Check			x
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Author	Head of HR & Support Services	Date	October 2024
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# Job Description

## .... Team Structure

