

RECRUITMENT OF PART TIME ESTATE ADMINISTRATOR/PA

7 November 2013

Thank you very much for your interest. You will find in this document information about the role, salary and the recruitment process. Please also look around our website to discover more about our work.

We know that job vacancies generate many applications, and we understand why. But may we please ask you to apply only if the role and the organisation really appeal to you. It is part-time, and the days (Monday and Tuesday) are not negotiable.

Our offices are close to Lambeth North and Elephant & Castle stations. And we are a 12 minute walk from Waterloo Station. Several 'buses stop outside, including the 3, 59, 159 and 360. Our offices themselves are located in the basements of two adjoining properties and are accessed by stairs.

To apply, please send a **letter** and your **CV**. Please use the letter to explain why the role interests you *and how you meet the requirements set out below in both the Job Description and Person Specification*. Use it to tell us of the kind of colleague you might be, but please do not turn it into an essay. Please also –

- confirm that you may legally work in the UK
- indicate when you could begin, if appointed

Our decision about who to meet will be based on your letter and CV. You can upload both using the facility on the 'vacancies' page of our website, or, if you prefer, by post, FAO Gill Broaders, The Walcot Foundation, 127 Kennington Road London SE11 6SF.

No applications will be accepted after 5pm Friday 29 November 2013.

Thank you again for your interest.

Yours sincerely,

Hugh Valentine
Director

[revised 8/11/2013 to show Monday and Tuesday throughout]

JOB DESCRIPTION AND PERSON SPECIFICATION

Estate Administrator & PA

Part time, Monday and Tuesday 0900-1700 (14 hours pw) £10,027pa (full time equivalent £25,068) Initially, a one year contract with the possibility of becoming permanent
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1 CONTEXT

- 1.1 We are an independent grantmaking foundation established in the 17th century and operating exclusively in Lambeth. We fund activity that helps improve the future prospects of those on the lowest incomes. Our aim is to break cycles of deprivation and to tackle poverty by creating opportunity through education, training and employment. Although we have a long history we have a modern focus.
- 1.2 This is a key role within our small team. It requires someone with a friendly and adaptable disposition and a willingness to support the work of the Foundation. The post itself is full time: the present post holder wishes to reduce her hours to three days a week. **We are seeking someone to work 14 hours a week on Mondays and Tuesdays.** The contract is for one year. There is the possibility of the post holder becoming permanent.
- 1.3 We operate an equal opportunities recruitment policy.
- 1.4 Applicants must have a legal right to work in the United Kingdom, and must declare this if their application is taken to a further stage. Shortlisted applicants must provide documents to support their claim – usually a passport though other documents may be required.

2 BRIEF DESCRIPTION OF THE POST

- 2.1 The post holder –
 - (a) Handles all matters connected with the routine management of the Foundation's properties (approximately 60 houses, flats and commercials);
 - (b) Manages general aspects of running the Foundation's offices including oversight of the cleaning contract, ordering supplies, overseeing security, dealing with post;
 - (c) Supports the Director in governance work, including the duplication and despatch of papers to the Board, ensuring that signed copies of relevant documents are entered into the Minute Books and other records;
 - (d) Provides PA support to the Director (NB this is a small element of the work as the director undertakes his own typing and much of the administration associated with his role).
- 2.2 Approximately 75% of the role is concerned with the Walcot Estate and the

Foundation's local property holdings. The remaining 25% is split between PA functions, governance related duties and acting as office manager.

2.3 A detailed list of tasks undertaken by the post holders and how we are thinking of sharing them can be found at **Appendix 1**. This forms the **Job Description**.

2.4 The work requires

(a) attention to detail;

(b) good administrative and communication skills (including the ability to prepare clear written material and draft letters to a high standard);

(c) a high level of competence in standard Microsoft Office applications Word, Excel and Outlook;

(d) the ability to think creatively; someone who naturally seeks solutions rather than reports problems.

3 HOURS OF WORK AND LOCATION

3.1 The post is part-time: two days a week (14 hours) on Monday and Tuesdays, 0900-1700 plus one hour lunch break. It is based at our registered offices at 127 Kennington Road London SE11 6SF.

3.2 The role may require some minimal out-of-hours working and this is compensated for by time off in-lieu by agreement with the Director. Overtime is not paid.

3.3 Because the Foundation operates only in Lambeth any travelling on work related matters is usually confined to the Lambeth area of London. This role does not ordinarily require any work-related travelling beyond visits to local properties, all of which are within five minutes of the office.

4 OTHER

4.1 Nearly all the properties have stairs. The Foundation's *Walcot Gardens* block has four flights of stairs and no lift. The role requires the post holder to visit the properties as needed.

PERSON SPECIFICATION

ESTATE ADMINISTRATOR and PA		ESSENTIAL	DESIRABLE	HOW ASSESSED
A	QUALIFICATIONS & EXPERIENCE			
A1	Experience of working in an office/agency environment		<input checked="" type="checkbox"/>	Application
A2	Experience of maintaining filing systems		<input checked="" type="checkbox"/>	Application, test
A3	Experience of working directly with the public, and with a customer care focus		<input checked="" type="checkbox"/>	Application
B	KNOWLEDGE			
B1	Of IT/software basics: competent in computer use and Microsoft Office products Word, Excel and Outlook)	<input checked="" type="checkbox"/>		Application, test
C	SKILLS AND ABILITIES			
C1	Ability to organise own work programme and to plan ahead	<input checked="" type="checkbox"/>		Application, interview
C2	Well-developed skill in general office administration	<input checked="" type="checkbox"/>		Application, interview
C3	Strong oral and written communication skills to include the ability to communicate effectively, accurately and appropriately with all callers/visitors and carry out general reception duties	<input checked="" type="checkbox"/>		Application, interview
C4	Proficiency in computer use and Microsoft Office products Word, Excel and Outlook). (The role also requires occasional access to SAGE accounting software to trace payments and answer enquiries – training will be given)	<input checked="" type="checkbox"/>		Application, test
C5	Self-motivated and able to work without close supervision	<input checked="" type="checkbox"/>		Application, interview
C6	Ability and confidence to network with other agencies and to research information	<input checked="" type="checkbox"/>		Application, interview,
D	WORK RELATED REQUIREMENTS			
D1	An organised and methodical approach to work, combining numerical accuracy with good attention to detail and an ability to meet deadlines	<input checked="" type="checkbox"/>		Application, interview
D2	An understanding of the issues raised in a multi-racial setting and an understanding of and a commitment to equality of opportunity	<input checked="" type="checkbox"/>		Application, interview
E	PERSONAL QUALITIES/ATTITUDES			
E1	Able to deal in a helpful, friendly and professional way with people from all social and professional backgrounds	<input checked="" type="checkbox"/>		Application, interview
E2	Accurate and conscientious in completing all tasks	<input checked="" type="checkbox"/>		Application, interview, test
E3	Flexible approach to work that involves managing shifting priorities and a willingness to pitch in wherever needed	<input checked="" type="checkbox"/>		Application, interview
E4	Commitment to the Foundation's aims and objectives	<input checked="" type="checkbox"/>		Application, interview
E5	An enthusiastic, 'can do' approach to work	<input checked="" type="checkbox"/>		Application, interview

APPENDIX 1

We expect some of these duties to be the primary responsibility of one or other of the two staff involved; some other tasks will be shared over the week. On occasion, additional flexibility will be needed because of the demands of the work. **This list is descriptive of the main duties, but not exhaustive. A high and effective level of communication and coordination between the post holders is essential.**

Tasks, areas of responsibility	Lead is Postholder ◆ Mon-Tue	Lead is Postholder ■ Wed-Fri	Shared/ both
General Admin			
Reception function and picking up incoming telephone calls ⁱ			✓
Handling incoming and outgoing post			✓
Daily IT back up (disks kept off site)			✓
Maintaining stationery supplies	✓		
Oversight of photocopier (reporting faults, loading paper)			✓
Online orders for supplies (Sainsbury's)	✓		
Incoming emails to office@walcotfoundation			✓
Archiving and shredding of property and governance records			✓
Financial			
Occasional interrogation of data on SAGE			✓
Recording cheques and cash received			✓
Property and Estate			
Maintaining paper and electronic records			✓
Oversee routine processes, some critical ⁱⁱ			✓ ⁱⁱⁱ
Manage action under restrictive covenants	✓		
Log & action repairs; deal with quotes, contractors; check invoices			✓
Prepare and issue Assured shorthold tenancy agreements			✓
Handle tenancy end, incld arranging cleaning/redecs			✓
Advertise lettings + viewings, associated checks and deposits			✓
Scheduling and managing formal Rent Reviews with VOA	✓		
Coordinating any insurance claims	✓		
Formally cancelling Registered Rents as needed	✓		
Maintaining records of trees and scheduled maintenance	✓		
Taking and reporting meter readings as needed			✓
Scheduling H&S and fire risk assessments of properties + follow up			✓
Governance			
Practical arrangements for Board/Cttees (papers, drinks &c, clear up)			✓
Maintain Gov attendance register		✓	
Staffing			
Arrange monthly staff meeting	✓		
Maintain staff leave records	✓		
Scheduling staff induction	✓		
PA to Director			

Manage 'bring forward' system			✓
Outgoing post, copying, filing			✓
Other tasks as assigned			
Misc			
Boardroom Bookings diary			✓
Induction of new staff			✓

Signed off by hwjv 7/11/2013

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ⁱ The Grants Administrator (Mon-Wed) shares in this

ⁱⁱ These include: periodic Electrical Testing and follow up action; annual Gas Safety testing; maintenance of Asbestos Records; gutter clearing timetable for Walcot Gardens; Mansafe testing certificate at Walcot Gardens; grounds maintenance contract; cleaning work under contract at offices and 125 Kennington Rd; intruder and fire detector testing and maintenance; testing and as needed replacement of fire extinguishers; PAT testing; arranging EPC certificates; ensure WF has trained First Aiders and that the first aid boxes are maintained.

ⁱⁱⁱ Subject to discussion once appointment made.