

Job Description and Person Specification



Estates & Facilities Administrator

Salary: £27,706 - £27,917pa inclusive

Hours: 35 hours per week

Leave: 25 days per annum plus public holidays plus up to 3 days Christmas efficiency closure

Reports to: Head of Estates & Facilities

Location: This post will be based at the Main Campus, Isleworth, however there may be the occasional requirement to work at the Feltham Campus

The purpose of the post is: to provide general administrative support and procurement responsibilities for the E&F department, including coordinating and supporting the effective marketing and delivery of College commercial lettings to achieve sales targets

The main duties and responsibilities are to:

1. Provide administrative support for the E&F department ensuring all work is carried out efficiently and effectively within agreed service levels
2. Dealing with enquiries from external partners and internal colleagues with the same high level of customer service.
3. Support and action jobs logged via the helpdesk in accordance with agreed priorities and procedures to ensure a timely and responsive E&F fault rectification service is provided.
4. Build working relationships with contractors and manage central databases, records and contractor information, ensuring that the College and its contractors are legally compliant at all times.
5. Maintain relevant central databases of information relevant to the E&F Department in accordance with agreed procedures for the storage and use of data, and to produce timely, accurate management information and reports.
6. Request and correlate information e.g. contractor information such as DBS checks and Pre – qualification documentation in order to ensure legal compliance.
7. Process orders and check invoices for all expenditure, record and monitor budget expenditure, producing management information for managers to enable effective budget control.
8. Act as the first point of contact for external agencies, service providers and contractors, dealing effectively with enquiries and queries in relation to E&F matters.
9. Maintain effective and user-friendly filing and retrieval systems which enable accurate and up-to-date information to be accessed quickly and easily.

Co-ordinate College commercial lettings

10. Work with and support the Marketing team and the Head of E&F to develop and maintain a commercial lettings portfolio and market these to clients to achieve sales targets.
11. Liaise with external and internal clients to arrange bookings, accommodation, catering and facilities at Spring Grove House and all other College venues, working closely with appropriate college staff.
12. Maintain the College lettings diary and work with the Marketing, E&F, Security, IT Services and Catering Services teams to develop an online lettings system.
13. Present rates and charges for commercial lettings to customers and working with the Finance team, generate and dispatch invoices using the college's finance system and chasing debtors where appropriate.
14. Act as first point of contact for internal and external visitors (relating to bookings) and liaise with the Information Centre and Security teams as needed.
15. Develop and maintain commercial lettings policies and procedures and liaise with the Estates and IT Services teams to ensure equipment and facilities are at or above the prescribed standard at all times.
16. Develop and manage a customer satisfaction system and provide regular reports to the Head of E&F and/or the Executive Director Resources, and identify where appropriate areas/actions for improvement.
17. Prepare detailed income reports using the college's finance system and use these to inform and forecast commercial sales patterns/targets.

General

18. Follow strictly the requirements of the College's health and safety policy and comply with the College financial regulations.
19. Promote a positive image of the College in all contacts with students, staff, employers and visitors.
20. Attend and Participate in College meetings.
21. Participate in staff development activities and undertake further training as part of your continuing professional development.
22. Work flexibly in order to satisfy the organisational needs, including enrolment and occasional evening or weekend work.
23. To maintain confidentiality of information acquired in the course of undertaking duties for any member of staff, students or department of the college and adhere to the College's Data Protection Policy, Data Protection Act 2018 and General Data Protection Regulation 2018.
24. To uphold and promote College policies, procedures and controls, including the College's Equality and Diversity policy and promoting those specifically applicable to this area of work.
25. Carry out other reasonably comparable duties that may be required from time to time.

Person Specification

Please study the items in this person specification carefully and when completing your application form try to describe your knowledge, skills and experience in terms of those particular items:

1. Have successful and significant administrative experience
2. Possess appropriate IT skills relevant to the post, or be willing to undertake training.
3. Be able to demonstrate good oral and written communication skills
4. Be able to work methodically to deadlines
5. Have good teamwork skills
6. Be able to work without supervision.
7. Possess relevant qualifications/experience.
8. Possess a Literacy and Numeracy qualification at Level 2
9. Be willing to undertake training and development as required within the role.
10. Have an awareness and understanding of equal opportunities.

Equality and diversity

West Thames College champions excellence, integrity, equality and respect.

This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different, social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.

And we champion equality because it is the right thing to do.

Closing date: 4th January 2026

Reference No: 6EST008

Interview date: TBC

Conditions of Service

Contract: Permanent

Salary: £27,706 - £27,917pa inclusive

Please note the salary range for this post is points 24-25 on the Support Staff scales. The Salary is pro-rated according to the hours worked. Progression up the incremental pay scale is automatic and awarded on 1 April annually.

New entrants are placed on point 24.

Where there is evidence of current earnings in excess of point 24, the applicant may be placed at the salary point higher than their current salary

Pension: Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.

Annual Leave: 25 days per annum plus public holidays plus up to 3 days Christmas efficiency closure

Hours: 35 hours per week

Probation: Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent.

Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent.

The extended period of probation is ensure that there is an adequate period of "normal" working during which to provide support and assess an employee's performance.

Disclosure The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Criminal Records Bureau.