

JOB DESCRIPTION

Job Title: Works Lead Administrator

Department: Works Department

Reports to: Director of Works

Purpose of role: The purpose of this role is to underpin robust and efficient administrative and support functions within the Works Department, in turn supporting the wider College community. Alongside contributing to core departmental administration functions and taking a lead on supporting the Director of Works, the role holder will map existing work practice and proactively identify areas for improvement. The role holder will take a departmental lead on minimising administrative duplication, maximising the productivity of the existing facilities management software (TABS) and profile the value of wider digital tools to streamline administrative tasks.

Key accountabilities:

1. CAFM System optimisation and workflow coordination lead:

- To assess the requirements of the department as a whole and each section. Profiling and developing optimised workflows for direct works delivered by our Trade Teams.
- Assess the capability of the CAFM system and working with TABS and other specialists, to develop the system to streamline the work providing increased efficiency and reporting capabilities.
- Act as departmental lead assuming a 'train the trainer' role for digital systems promoting data accuracy and user compliance.

2. Administration processes and data management optimisation:

- Development of a standardised filing systems and formal record keeping for the Works Department, supporting the development of a programme for the long-term migration of Works Department documents and records into the departmental SharePoint.
- Work with the members of the Works Management team to support creation of digital tools and systems aligned to work planning and prioritisation.
- Implement process improvements to enhance efficiency and service quality.

3. KPI administration lead for service reporting:

- Oversee the administration of KPIs across the department and ensure accurate, timely service performance reporting, engaging with the Trade Supervisors, training and guidance in the methods of recording performance, gathering the information and reporting in accessible formats for use in planning and Committee papers.
- Produce monthly performance dashboards, KPI reports and trend analysis.

4. Coordination of compliance Inbox:

- Administration lead for the collation and recording of data supporting the Compliance Manager's duties for adherence to compliance regulatory requirements, and codes of practice.
- Actively oversee and triage the Compliance inbox, notifying the Director of Works and Compliance Manager promptly concerning reported compliance matters.

5. Line management, training and development support:

- Lead on management of the Works office environment and provide effective and supportive line management of the Works Administration and Helpdesk Assistant. Ensure regular 1:1 meetings are scheduled and promote a working environment where they feel safe, supported and capable to undertake their duties. Ensure that there are regular opportunities for development of skills, knowledge and experience.
- Responsibility for practical coordination of contractors and consultants when attending site, ensuring that they are inducted and briefed to comply with relevant Health and Safety policies and College standards, ensuring a safe, compliant and respectful environment.

6. Diary and meeting management:

- Lead on provision of administration support the Director of Works, including diary management and meeting scheduling to optimise their time. Handle correspondence, ensuring communications are efficient and privacy compliant. During busy periods perform the same duties and administrative tasks for other members of the department where appropriate.
- Lead on the planning of Works Department meetings working with the Administration and Help Desk Administrator to ensure that meeting agendas, minutes and action trackers are created and maintained to optimise efficiency.

7. Communication and customer service:

- Coordinate communication between the Works teams, College departments, contractors and service providers.
- Model commitment to informed and transparent communication from the department to the College community, concerning both the impact and nature of works being planned and delivered. Timeliness and accuracy will be critical in all communications.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Criteria	Description
Experience	<ul style="list-style-type: none"> • Experience with a CAFM system to manage communications, documentation, and data. Highly desirable. • Experience in diary and correspondence management. Highly desirable. • Experience within a professional support team. Essential • Experience working in a dynamic and fast paced environment. Essential
Skills	<ul style="list-style-type: none"> • Excellent spoken and written communication skills. Essential • Excellent organisational skills. Essential • Strong attention to detail. Essential • Ability to multitask and prioritise tasks effectively. Essential • Discretion and diplomacy. Essential • Proficiency in the Microsoft Office Suite. Essential • Proficiency with reporting data using Excel and PowerPoint presentations. Essential • Familiarity with service desk administration. (Desirable but not essential - training will be provided) • Understanding of data protection principles (Desirable but not essential - training will be provided) • Understanding of risk management principles (Desirable but not essential - training will be provided).
Qualifications	<ul style="list-style-type: none"> • Good standard of general education, including a minimum of GCSE Maths English and Science grade A-C /5-9 (or equivalent). Essential • A-Level (or equivalent experience) business, customer service, IT, Health and Safety or maintenance related qualification. Essential • Other relevant certifications are advantageous.
Additional requirements	<ul style="list-style-type: none"> • To excel in this role, you will need excellent communication and interpersonal skills as you will interact with stakeholders at all levels. • The successful candidate will possess a strong commitment to maintaining discretion and promoting an environment that is respectful, professional and trusting.

EMPLOYMENT DETAILS

Rate of Pay:	£37,133 per annum
Hours:	39 hours per week. Mon-Thurs 8am-5pm Fri 8am-4pm.
Location:	Staff are expected to work in College.
Contract type:	Permanent
Holiday:	25 working days plus 8 public holidays.
Meals:	Free lunch is provided for staff who are on site and whose duties cover this period.
Probationary Period:	Six months.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Employee Assistance:	The Employee Assistance Programme is a free and confidential telephone and web-based information and support service providing staff with access to caring and professional consultants and counsellors.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Access to College:	The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.
Private Health Care:	The College provides private health care and membership of a dental care scheme. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.
Cycle to Work Scheme:	There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it. Staff are able to apply for this scheme after successful completion of their probationary period. Maximum limits apply.
College Punts:	Use of College punts at a subsidised rate.