**JOB DESCRIPTION**

**Property Services Administrator (Team Leader)**

|  |  |
| --- | --- |
| **Department:** | Property Services |
| **Location:** | The Sandringham Estate, Norfolk |
| **Reporting to:** | Residential Manager |

|  |
| --- |
| **Background** |

The Sandringham Estate is the country retreat of His Majesty the King and totals 8,279 hectares (20,459 acres). The enterprises operating across the Estate are diverse and include let residential, commercial, and agricultural buildings, forestry, visitor enterprises, sawmill, and farming (in-hand and let).

|  |
| --- |
| **Job Purpose** |

The maintenance and improvement of the Sandringham Estate is of critical importance, together with constantly improving environmental performance through current and emerging technology and practices. The main function of the role is to support the Property Services Team in the delivery of this maintenance.

The successful candidate will be an ambassador for the Estate and lead by example.

|  |
| --- |
| **The Plan** |

The Plan encompasses the Estate’s overall Vision, Values and Objectives and sets the standards expected of Sandringham Estate employees, based on four pillars of People, Environment, Innovation and Organisation.

|  |
| --- |
| **Key Tasks and Main Responsibilities** |

Primary duties will cover arrange of administrative tasks in support of the Residential Manager and the wider Property Services Team. A key day to day tasks will be in support of the repairs and maintenance teams in administering repairs and ensuring we provide a reliable and consistent service to our residents.

You must carry out your duties to the best of your ability, having consideration for the needs of your colleagues and the Organisation and its clients/customers. You must abide by all lawful and reasonable orders given to you and comply with the Organisation’s rules, procedures and policies.

|  |
| --- |
| **Person Specification: The Candidate**  Version:1.10.0.8  Hash:rv0xSjngK13Q9P9g2zLLTCplbDU= |

We are looking for someone with a passion to deliver excellent service. The successful candidate will be professional and as part of the wider team, strive to maintain this historic and valued residence for current and future generations of the monarchy.

|  |
| --- |
| **Person Specification: Essential Competencies and Skills**  Version:1.10.0.8  Hash:rv0xSjngK13Q9P9g2zLLTCplbDU= |

* Successfully manage a busy workload, prioritising tasks correctly and keeping customers informed.
* Supporting administration team members in prioritising tasks.
* Support the Residential Manager in the deployment of new working practices.
* Administrative supervisory experience essential.
* Providing excellent customer service to clients both in the office, at properties and over the phone.
* General administration and accurate record keeping.
* Effective at taking details of incoming issues and working with the team to find solutions to problems that may occur in all aspects of property maintenance.
* Be positive and proactive.
* Ideally have previous experience in Property Management or a similar role.
* Have excellent problem solving and customer service skills.
* Have excellent time management skills.
* Be comfortable using IT in general and software such as Excel, Word, Outlook etc

You need to have and maintain (with regular training and updates as necessary) the knowledge, technical skills and qualifications that are necessary to perform your job role to comply with the requirements of the Sandringham Estate and any applicable rules, regulations and with any law which applies to your job role.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | LAND AGENT | |  |  |  |  |  |  |  | |
|  |  |  |  |  |  |  |  |  |  |  | |
|  |  |  |  |  |  |  |  |  |  |  |  |  | |
|  |  |  |  | BUILDINGS MANAGER | |  |  |  |  |  |  |  | |
|  |  |  |  |  |  |  |  |  |  |  | |
|  |  |  |  |  |  |  |  |  |  |  |  |  | |
| HOUSE FOREMAN & HOUSEKEEPER | | |  | COMPLIANCE MANAGER | |  | RESIDENTIAL MANAGER | | |  | ADMINISTRATORS | | |
|  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | |
| HOUSE TEAM | | |  |  | |  | PROPERTY SERVICES TEAM | | |  |  |  | |
|  |  |  | |
|  |  |  |  |  |  |  |  |  |  |  |  |  | |
| **Remuneration**  Version:1.10.0.8  Hash:rv0xSjngK13Q9P9g2zLLTCplbDU= | | | | | | | | | | | | |

A generous package is offered, including competitive salary and pension.

|  |
| --- |
| **To Apply**  Version:1.10.0.8  Hash:rv0xSjngK13Q9P9g2zLLTCplbDU= |

To apply, please send a C. V. and cover letter to [property@sandringhamestate.co.uk](mailto:property@sandringhamestate.co.uk) **Closing date midday 10th June 2024.**

A picture containing timeline

Description automatically generated