Job Description

Job Title:	Estates Administrative Assistant
Directorate:	Estates
Job type:	Professional Services
Grade:	5
Accountable to:	Executive Assistant to the Director of Estates
Accountable for:	n/a

Purpose of the Post

This role sits within the administrative team of the Estates Directorate. The role holder will be part of a small team providing executive, administrative, and secretarial support to the Estates Directorate. The primary duty of the role is to provide all aspects of administration, including acting when required as Secretary to a variety of project and governance committees and working groups.

Key Tasks

- Acting as Secretary to the Estates Project/Programme Boards as required including agenda planning and production, ensuring papers meet agreed University standards, managing the circulation of papers, providing logistical support at meetings, taking minutes at meetings, crafting minutes for review and ensuring that confirmed minutes are circulated and actions followed up.
- To work independently and proactively to provide general administrative support to the Estates Directorate with a priority of focus on the two Deputy Director roles.
- Respond professionally to a range of requests from internal and external networks via email, MS Teams, letter, telephone, and face to face. This may include being the first point of contact for a requested estate action, or to respond to service complaints.
- Promoting and supporting positive and pro-active communication and effective working with other University professional service Directorates such as Human Resources, Commercial Services, Finance; the Principal's Office and the three Academic Faculties.
- Responsible for managing catering requests and arranging car parking for visitors.
- Use of Agresso to raise purchase requisitions and receipt suppliers for the Directorate, follow up queries and provide support to ensure purchase orders are closed.
- Provide support to new members of staff with Directorate administrative processes.
- To maintain high levels of integrity, confidentiality, and flexibility and be able to liaise confidently with a wide range of staff and external contacts.
- To have a good understanding of basic University procedures and support systems and to be able to react to changing priorities. Initiative is needed to handle processes to resolve problems and queries and where appropriate or necessary, with minimal reference to others.
- Providing administrative cover to ensure continuity of appropriate administrative resource. This post and that of the other Administrative Team members will be

expected to cover each other's absences and work flexibly to cover a wide range of Estates related administrative tasks.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Estates Administrative Assistant **Directorate:**

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
GCSEs or equivalent - including Maths and English.	X	
Skills and Abilities		
Good interpersonal skills including a professional approach and manner.	X	
Excellent organisational skills and a high level of attention to detail and accuracy.	X	
An ability to work under pressure, prioritise conflicting demands and meet strict deadlines.	X	
Flexibility and proven ability to respond effectively to changing requirements.	X	
Familiarity with Microsoft Office, especially Word, Excel and Teams.	X	
A proven ability to minute meetings.	X	
Experience		
Experience in an administrative assistant role or a role with similar requirements.	X	
Experience managing systems and process on behalf of stakeholders and management.		X
Experience in the Higher Education, or other relevant sector.		X
Other Requirements		
Committed to continuous personal development and a willingness to complete further training as required.	X	
Willingness to work weekends, evenings, or travel to external events on rare occasions and if essential for University business.		X