

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Property & Estates Administrator	Status	Live
Reports To:	Assistant Property & Estates Manager	Date Effective:	March 2025
Function:	Property & Estates	Grade	3

ROLE & PURPOSE OF JOB:

To assist the Property & Estates Team in delivering a comprehensive and high quality, administrative office function relating to the offices, buildings and wider estates.

The postholder will be expected to process departmental documentation in relation to asset management, processing of invoices and carry out administration functions.

The Humber Bridge Board (HBB) is a statutory body with the primary purpose to maintain a safe, sustainable crossing across the Humber. This involves working closely with the four unitary authorities as well as a wide range of stakeholders, suppliers and the public. Therefore, the postholder will be required to deal with a wide ranging audience requiring excellent interpersonal skills, including; diplomacy, sensitivity, empathy and confidentiality.

The postholder will plan, organise and manage their own workload on a daily basis, with direction from the Assistant Property & Estate Manager and Coordinator

PRINCIPAL ACCOUNTABILITIES:

- Working as part of a team to process departmental asset management documentation and processing of financial documentation
- Deal with telephone enquiries and emails received to the shared mailbox, and direct them to the appropriate person in HBB
- Liaise with contractors and in house resources to book in service and repair visits
- Responsible for recording accurate asset data, checking for errors as appropriate, and supporting other team members where appropriate
- Develop, maintain and manage effective administrative systems, including filing both electronic and hard copies of essential paperwork, archiving processes and other office systems for the Humber Bridge team
- Work in collaboration with team members to help maintain information held within databases to meet confidentiality and GDPR Regulations.
- Problem solve issues that arise on a day to day basis using own judgement or by discussing with other appropriate personnel
- Monitor and order consumable supplies appropriately
- Assist with the provision of PPE for the organisation

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CORPORATE RESPONSIBILITIES:

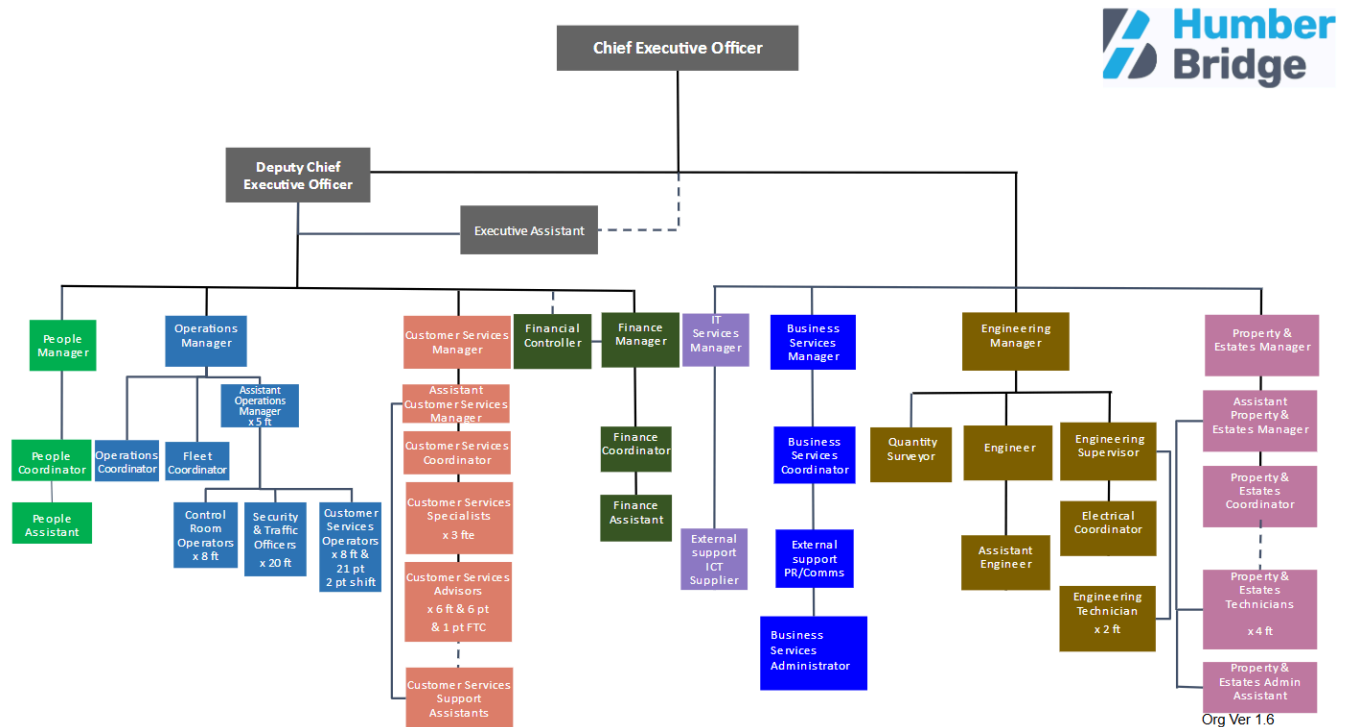
1.	GENERAL The above principal duties and responsibilities do not include or define all the tasks which may be required to be undertaken. The postholder must be flexible to ensure the operational needs of the organisation are met. This includes the undertaking of duties of a similar nature and responsibility as and when required.
2.	DIGNITY AT WORK To show, at all times, a personal commitment to treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes equal opportunities across the business.
3.	HEALTH AND SAFETY The Health and Safety at Work etc Act 1974 and associated legislation places responsibilities for health and safety on the Humber Bridge Board, as your employer and you as an employee. In addition to the Board's overall duties, the post holder has personal responsibility for their own health, safety and wellbeing and that of other employees; additional and more specific responsibilities are identified in the Board's Health & Safety policy and associated procedures.

JOB CHARACTERISTICS: The post has the following characteristics

✓	Postholder will be required to have a range of knowledge or experience
✓	Role is subject to direction and supervision with set objectives.

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ORGANISATION CHART: The chart shows this post, its peers, reporting lines and management tier



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RESOURCE MANAGEMENT:

- Direct Responsibility for:**
 - Supporting colleagues to achieve their tasks
 - Provide administrative support to specific projects as required
 - Develop and manage office systems to improve the efficiency and effectiveness of the department
 - Administer procedures relating to the work
- Responsibility for Customers:**
 - Provide a high level of customer service at all times
 - Dealing with complicated customer queries, including resolving complaints to a high standard
 - Ensure queries and complaints are dealt with in a fair and consistent manner

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•	Direct Responsibility for Budgets: Adhering to budget controls for business area
•	Responsibility for Physical Resources / Assets: Normal office furniture and equipment, data systems which hold information of a complex, confidential or sensitive nature

WORKING RELATIONSHIPS:

1.	Within own Function: Team members - engage and communicate on service related matters External service providers - engage and communicate in a positive and professional manner
2.	Within the wider Business: Develop professional working relationships to support the wider business Coordinate departmental processes in conjunction with senior colleagues
3.	External Parties to the Business: Provide specialist knowledge in order to resolve customer queries May be expected to organise, prepare and service committees as appropriate

WORKING CONDITIONS INCLUDING PHYSICAL & EMOTIONAL DEMANDS

	<i>State for each: Not Applicable, Low, Moderate, High, Very High, Intense</i>	Supporting Information (if applicable)
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PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).	Low	
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).	Low	
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.	Low	

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<p>The information listed as essential is used as part of the job evaluation process.</p> <p>The requirements identified as desirable are used for recruitment purposes only.</p>		<p>Essential</p> <p>or</p> <p>Desirable</p> <p>How identified</p> <p>A - Application/CV C - Certification I - Interview P - Presentation T - Test/Assessment</p>
1.	Qualifications:	
	Good level of secondary school education including maths and English (level 2).	Essential A / C
	NVQ Level 3 (or equivalent) in administration or other related subjects.	Essential A / C
2.	Relevant Experience:	
	Experience of delivering a high level of customer service	Essential A / I
	Evidence of substantial experience in an office environment covering a broad range of administrative tasks	Essential A / I
	Co-ordinating stakeholders and third parties	Essential A / I
	Experience of working with information to ensure confidentiality.	Essential A / I
3.	Skills (including thinking challenge/mental demands):	
	Excellent administrative, organisational and time management skills with the ability to work efficiently and accurately, meet deadlines and stay calm when under pressure.	Essential A / I
	Proficient in the use of IT and software programmes including G-Suite, and Microsoft Office	Essential A / I / T
	Proficient in record keeping and database management	Essential A / I / T
	Practical and logical; able to solve problems quickly	Essential A / I
	Ability to work effectively on your own and as part of a small team	Essential A / I
	Ability to respond effectively to changing priorities.	Essential A / I







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	High literacy and numeracy skills.	Essential	A / I
4.	Knowledge:		
	GDPR, Data Protection Act and Freedom of Information Act.	Essential	A / I
5.	Interpersonal/Communication Skills:		
	Verbal Skills		
	Excellent communication and interpersonal skills	Essential	A / I
	Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to all internal and external visitors.	Essential	A / I
	Ability to work collaboratively developing productive relationships internally across all levels of the business and externally	Essential	A / I
	Excellent customer care skills, including diplomatic and sensitive response/approach to challenging and difficult situations	Essential	A / I
	Written Skills		
	Can demonstrate the ability to provide information in a suitable format so that the others' needs are met and adjust the level of content accordingly	Essential	A / I
6.	Other: If there aren't any state 'none'		
	Experience of working within the Public Sector	Desirable	A / I
	Experience of working within a Commercial Organisation	Desirable	A / I
The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.			

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7. HBB's Mission Statement is: "keeping the region connected, whilst providing safe, sustainable and reliable use of the bridge and estate" and key to this are the values listed below

Embedding our values into working practice – Our Behaviours

	Value	Meaning	Supporting Behaviours
	Healthy and safe	Creating a healthy and safe environment for everyone	<ul style="list-style-type: none"> Take responsibility for health and safety Be Supportive, empathetic, and caring Wellbeing is at the heart of what we do
	Unique	We are a regional icon	<ul style="list-style-type: none"> Pride in what we do Demonstrate resilience Embrace flexibility
	More than a Bridge	The bridge is a community, and the community is the bridge	<ul style="list-style-type: none"> Engaged with our community Promote and demonstrate inclusivity Be an ambassador of the Humber Bridge
	Best at what we do	Be the best at what we do and exceed expectations	<ul style="list-style-type: none"> Accountable and behave with integrity Bring a positive attitude Customer focussed in all that we do
	Everyone matters	Everyone is important and everyone matters	<ul style="list-style-type: none"> Respect for everyone Always act with consideration Always work together
	Resourceful	Innovative and efficient in the approach to using our limited resources	<ul style="list-style-type: none"> Innovative in our approach Transparent with our decisions Be efficient to get the best results

8.	Disclosure of Criminal Record:		
	<i>Note: For Standard, Enhanced, Enhanced & Barring List Disclosures the candidate is required to declare full details of everything on their criminal record. In any event where the post holder requires a 'Basic Disclosure' or no disclosure is required, the candidate is required to declare unspent convictions only.</i>		
	Is a DBS Disclosure Required? Mark as essential if the post holder requires a DBS disclosure with a satisfactory check as a condition of their employment.	N	
	State type of check required: <i>no disclosure, Basic, Standard, Enhanced, Enhanced & Barring List Disclosure</i>	No Disclosure	

I confirm I have read, understood and agree to the Job Description which outlines the purpose of my role. I also understand the job description may need to change over time and this will be done by consultation.

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Signed by:	
Name:	
Date:	