



## **JOB DESCRIPTION**

**Title of the post:** Estates Administrator  
[Permanent / Full Time]

**Department:** Estates and Facilities

**Reporting to:** Head of Estates and Facilities

### **The University**

#### **Background**

Harper Adams University is the leading UK Higher Education (HE) institution focused on the land-based and food supply-chain sectors with an important national role in these subject areas.

Situated on a single campus in rural and scenic Shropshire, the University, and its surrounding area, provide an excellent working and living environment for staff and students alike, yet the University campus is only one hour from the UK's second city of Birmingham. Around 3,000 HE students attend the University, primarily on sandwich courses, which include a year-long industrial placement. Undergraduate and postgraduate degrees and apprenticeships are offered. The University also welcomes individuals who wish to undertake CPD or similar professional training to support their careers in the agri-food chain and rural industries.

The University was founded by Thomas Harper Adams in 1901 on the original farmland of the Harper Adams Estate. The University estate includes amenity areas, woodland, and a commercial farm of 205 hectares; with rented land, the total area farmed is approximately 640 hectares, spread over several locations with cereals, potatoes, forage maize and grassland carrying a dairy herd, sheep, beef, pig and poultry units.

The Privy Council awarded taught degree awarding powers to Harper Adams in 1996 and research degree awarding powers in 2006. Full University Title was granted by Her Majesty's Privy Council in December 2012. The University changed its legal status to that of a Company Limited by Guarantee in July 2012 and remains one of a small number of Universities which are Registered Charities. Her Royal Highness The Princess Royal became the University's first Chancellor in 2013.

#### **Academic Provision**

The University offers a wide range of courses including Foundation and Honours degrees, in addition to shorter awards designed to meet the continuing professional development needs of those already in the workplace. The subjects are wide ranging and cover Agriculture, Applied Life Sciences, Animal Science and Health, Business, Countryside, Engineering, Food and Land & Property Management. The University has also focused on developing its postgraduate education and research and there are a growing number of postgraduate students at both diploma, masters and PhD level.

Harper Adams has built up an international reputation for the quality of its courses and has achieved the highest possible ratings in recent Quality Assurance Agency reviews and holds a Gold Teaching Excellence Framework (TEF) award. There is active encouragement of research and the University took part in the last Research Excellence Framework (REF) exercise. 56% of our submitted research was rated either internationally excellent or world leading and 100% was rated of international quality. Our extensive

programme of research and education for professionals in the land-based and food chain sectors supports a high profile of business and community reach-out work, short course delivery for businesses and technology transfer activities supported by strong industry links and partnerships with companies including Saputo Dairy UK (formerly Dairy Crest), CLAAS and Ice Robotics.

Current high-profile projects include the Hands Free Farm – following on from the world-first Hands Free Hectare autonomous farming success; controlled traffic farming and development of laser weeding.

## **Recognition**

Harper Adams is consistently positioned highly in a range of national ratings, performance measures and league tables.

The University has been the highest performing modern university in The Times and Sunday Times Good University Guide for the last five years.

In the QS World Rankings for Agriculture and Forestry published in March 2020, Harper Adams was ranked, for the third time, as first in the UK for academic reputation and second in the world for its reputation with employers.

In the 2020 Whatuni? Student Choice Awards, based on student reviews, Harper Adams won the best job prospects category for a fifth year running.

The University is one of the UK's Top 10 for student satisfaction, based on the results of the National Student Survey, and number 1 for graduate employment based on the 2020 Graduate Outcomes survey.

## **Facilities**

Harper Adams has extensive, well-equipped facilities and is constantly investing in its campus. Facilities include a range of modern teaching facilities and an extensive library, a variety of IT suites including an engineering design centre, newly extended laboratory facilities, a field laboratory and a livestock project centre, a glasshouse complex, an agricultural engineering unit with a large, covered soil working area and a number of sustainable technology installations. New facilities opened since 2017 include new laboratories, an Agri-Tech Innovation Hub and SMART Dairy Unit. A Veterinary Education Centre is due to open in 2021, in support of existing programmes and the new Harper & Keele Veterinary School. Capital funding to support the development of many of these facilities has been provided through the work of the Development Trust.

The University also provides a range of training and professional development opportunities via its staff development programme.

## **Catering and Sports Facilities**

The University's Students' Union operates a small gym and squash courts that staff may use on the payment of a nominal fee. The University has an open-air swimming pool, bowling green and tennis courts that are available for staff use during the summer period. A variety of University catering outlets provide access to lunch facilities on campus.

For further details about the University, please visit our website:

<http://www.harper-adams.ac.uk>

## **The Estates and Facilities Team**

The Estates and Facilities Department provides a number of essential services to Harper Adams University and is responsible for the management and facilities maintenance of the main campus and outlying properties, including:

- Capital development of new build and refurbishment / remodeling works;
- Planned and reactive maintenance of the estate buildings, associated equipment and building services;
- Out of hours on-call for emergency maintenance;
- Procurement and management of utilities - gas, electric and water;
- Trade effluent and sewage;
- Operation and maintenance of the District Heat Network (DHN) and Energy Centre including biomass boiler and Combined Heat and Power (CHP) plant;
- Refuse and waste collection including recycling;
- The Private Water Supply (PWS) - abstraction, treatment, distribution and monitoring of water quality;
- Housekeeping and managed laundry services;
- Security and portering;
- Postal services;
- Reception and switchboard;
- Car parking;
- Ongoing maintenance of space records;
- Signage.

### **Job Purpose**

The post will deliver a welcoming, efficient, professional and customer focused service. The role will provide administrative support to the Estates and Facilities Department. Reporting to the Head of Estates and Facilities. The person will work across the whole of Estates and Facilities as well as with outside visitors and service providers as required and will be able to build good working relationships, balance multiple priorities and demands, working well individually or part of a team.

### **Main Responsibilities**

1. To act as the first point of contact for Estates and Facilities enquiries, dealing with these politely, professionally, efficiently and appropriately. Where there are complaints, escalate to the relevant Estates and Facilities managers where required.
2. Carry out general clerical and administrative duties for the Estates and Facilities team including Assist the preparation of reports, presentations and papers as required by the Estates and Facilities staff and the collation / input of data for the HESA Estates Management Record or any similar external reporting requirements.
3. Assist the University Engineer with the receipt, processing and record keeping of utility bills including gas, water and electric.
4. Coordinating with others, maintain records of works carried out for commercial Facilities Management Agreements that the University holds, passing on details to HAU Finance in good time for monthly invoicing.
5. Provide administration for the tenanted housing stock including up to date keeping records of occupants. Keep necessary legally required documentation, flagging when these are expiring in good time to be addressed. Keep records or arrange for records to be kept of all compliance documentation and service records. Carryout or arrange to have carried out necessary meter readings upon changes of tenants or as reasonably required. Manage access into the properties including notifications as required under the occupancy agreements.

6. Organise and manage meetings as required for the Estates and Facilities team including the collation and issuing of papers, taking and circulation of minutes, room bookings and catering (if instructed).
7. Organise travel arrangements and any overnight accommodation for the Estates and Facilities team as instructed through the appropriate means following the University policies and procedures.
8. Assist in the preparation of reports, presentations and papers as required by the Estates and Facilities staff.
9. Assist the Estates Maintenance Manager to maintain records of maintenance works pertaining to student damage liaising with HAU Finance and Student Services in respect of counter charging for works done.
10. Maintain a schedule of IT equipment used by Estates and Facilities (including telephones, tablets, computers, laptops). Record HAIT numbers, software installed, Mac addresses, locations and miscellaneous associated equipment. Notify senior managers in a timely manner when specialist software needs to be renewed.
11. Manage estates archive information, both hard copy and digital, including maintaining a register of information held.
12. Raise purchase orders, issuing as appropriate, and receiving invoices, liaising with senior managers and Finance pertaining to any issues which would require the withholding of all or part payment of invoices. To keep records of all purchase orders raised and invoices received.
13. Assist the Security & Portering Manager with the administration and management of car parking including car parking contracts, ticketing, appeals and complaints.
14. Administer the Estates and Facilities vehicle fleet, keeping paperwork and certificates of vehicle inspections, servicing and MOTs, coordinating with others to receive records where appropriate. Keep records of mileage and fuel usage reported monthly.
15. Maintain up to date records of public liability, employers liability and professional indemnity insurances for estates and facilities contractors, suppliers and external consultants. Ensure that renewal certificates are obtained annually in a timely manner and shared with Finance.
16. Under instruction from the Estates and Facilities managers, organise for the appropriate signatures on contracts, distributing signed contracts and keeping copies securely as required.
17. Keep an up to date schedule of contacts for Estates and Facilities contractors, suppliers and external consultants used in facilities, capital and maintenance works.
18. Assist Estates and Facilities staff with maintaining and updating records necessary for statutory compliance including (but not limited) to COSHH records, safe operating procedures, risk assessments and method statements, fire risk assessments, fixed wire testing, gas safety certificates, etc....
19. Provide cover for the Reception, Admin & Postal Assistant role to cover holidays, breaks and sick leave including working on reception, operating the switchboard and reprographics.
20. Follow University policies and procedures so that administrative activities comply with all relevant legislative requirements including GDPR.
21. Understand and implement Health and Safety policies and requirements commensurate with the post.
22. Be able to work unsupervised. Carryout work diligently and in a timely manner. Have a flexible approach to the work and be able to work beyond the normal hours of duty if required.
23. Participate in personal training, keeping a detailed log of all training courses done and retaining certificates as evidence.
24. Be a qualified first aider and fire warden.
25. Report any potential hazards on University campus to the Estates Maintenance Manager.

26. All other duties and responsibilities commensurate with the post and the salary range of the grade.

## Key Requirements

- First Aider\*
- Fire Warden\*
- Asbestos Aware\*
- Working on campus.

*\*Note - training will be provided for these key requirements*

## Personal Specification

	<b>Essential</b>	<b>Desirable</b>
Qualifications	Have a good standard of education with a minimum of 4 GCSE's or O Levels at minimum grade of C (or equivalent qualifications) including English and Mathematics (or equivalent training and experience)	First Aid qualification  Fire Marshall Trained  Asbestos Awareness
Experience	Experience of working in an administration role in large, complex business units working for multiple stakeholders providing excellent service.  Experience of working within financial regulations, raising purchase orders, receiving invoices.	Experience of working in reception and being responsible for switchboard, post and welcoming visitors.
Knowledge/Skills	Good IT skills in the Microsoft Office suite of software, and internet explorer.  Ability to multitask carrying out a number of activities at once.	Ability to solve problems and resolve issues, plan solutions and make pragmatic decisions.  Experience of finance software (e.g. DREAM or similar)  Experience of operating telephone switchboards including out of hours messaging.
Personal Qualities	Demonstrable ability to proactively work with team members collaboratively to ensure the delivery of high-quality services.  Able to work flexibly, responsibly and effectively to deadlines with minimum of supervision. Have a flexible attitude to multi-skilled tasks to maximise operational effectiveness.  Excellent communication skills and be able to effectively build and maintain both relationships and trust.	

## Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

<b>Salary</b>	The commencing salary will be within the range £20,600 to £21,686 per annum. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer on the 28 <sup>th</sup> day of the month.
<b>Contract Term</b>	This is a full time post. The employment may be terminated during the course of the contract by either party giving one months' notice in writing.
<b>Hours of Work</b>	The routine working week is 37 hours over Monday to Friday, inclusive. There may be a requirement for overtime working from time to time and time off in lieu may be allowed for agreed hours worked in excess of 37 per week.
<b>Holidays</b>	<p>The annual holiday entitlement is 22 working days, plus statutory bank holidays. In addition to this there are 8 University closure days during the full annual leave year. Annual holiday entitlement rises to 25 working days on completion of 5 years' service. The holiday year runs from 1 August to 31 July and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.</p> <p>All annual holiday entitlement (including bank holidays and University closure days) is pro-rata for part-time employees. Further details will be confirmed on appointment.</p>
<b>Sick Leave</b>	During periods of certified sickness, the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.
<b>Pension</b>	The post-holder will be entitled to join the Harper Adams Group Pension Scheme and details will be provided to the successful applicant upon commencement of employment.
<b>Exclusivity of Service</b>	<p>You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.</p> <p>It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.</p>
<b>Criminal Convictions</b>	The post involves the opportunity for access to children and young persons under the age of 18. For this reason, the University is entitled to consider any criminal convictions, cautions or impending case(s) that it considers to be relevant to this post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. The successful applicant will have to undergo a Criminal Records Bureau check before an appointment can be made.

## **References**

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer.

## **Application Procedure:**

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

**To be submitted no later than midnight on 1<sup>st</sup> July 2022**