



Royal Hospital for Neuro-disability Job Description

Job title:	Estates Administrator
Department:	Estates
Salary grade:	£26,000
Responsible to:	Maintenance Manager
Responsible for:	
Behavioural Framework:	Employee

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

The post holder's main areas of responsibility are dealing with enquires both internally and externally on the 'Help Desk', managing Estates Officer's diaries, keeping a running total of Estates Capital and Revenue budgets commitments and spend, providing information required by the Estates team. Supporting the Compliance Officer in the development and ongoing administration of the compliance management systems and Estates Procedure Manuals. Ensuring managers are kept informed of their accountable codes.

Main Objectives of the role –

1. Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately.
2. Strive to improve efficiency in all areas of your work.
3. Providing a helpful and friendly 'Help Desk' Service, accurately recording client requests, relaying them to the relevant Estates Officer, dealing with telephone queries and general correspondence with empathy and professionalism.
4. Acting as the Ambassador for the Estates Department helping to develop a positive 'can do' culture.
5. To participate in the promotion of a positive approach within the Department ensuring good and effective communication at all levels.

6. Liaise with the Estates Team in the Office, Workshops, Heads of Departments, Executive Assistants, Ward Managers, Contractors, External Consultants and the Facilities Team.

Key Responsibilities

Financial & General Management

- To understand and interpret budget statements from various sources correctly to prepare financial reports for the Head of Estates.
- To regularly liaise with financial staff to ensure that financial information relating to commitments and spending is up to date at all times.
- Operational knowledge of all pay and non-pay budgets for Estates and operate within those financial boundaries.
- To advise the Project Manager on variances relating to financial performance within the dimensions of the service.
- To monitor the expenditure across several Revenue & Capital Budgets.
- Accurately coding of all Revenue invoices on the Hospital Proactis system for approval.
- First point of contact from contractors/consultants with issues dealing with revenue invoices.
- Responsible for chasing and collating invoices to ensure all are paid for in line with contractual deadlines and accrued for.
- Manage all of the financial re-charging for Estates works ensuring costs have been transferred.
- Raising Purchase Orders as required and coding invoices to their respective projects/codes.
- Identifying and passing for payment all Capital invoices and recording them on the Capital Database (e.g invoices ranging in excess to over £75K) correctly allocating VAT percentages.)
- Maintain and operate the Ordering Database and Capital Database.
- Actively Participate in monthly meetings with the Finance Staff to discuss capital expenditure.
- Ensuring that capital contract invoices are paid within the contractual period (14 days) and that relevant certificates and valuations are obtained
- Prepare ad-hoc reports for Project Managers. E.g. Breakdown of schemes.

- Produce and regularly update the list of retentions outstanding on all capital schemes.
- To be aware of the Construction Industry Tax Scheme Deduction (CIS) by liaising with HM Revenue & Customs (HMRC) on all contractors and liaising with Capital Accountant Assistant with regards to their Gross/Net Deductions status.
- Liaising with the Procurement Systems Section to develop queries relevant for Estates.
- Ensure that the department is effectively-stocked (e.g Stationery, Cartridges etc.)

People Management

- Assist the Estates Officers with regards to issues on rotas for the Department.
- Maintain accurate sickness, annual, leave, study leave etc for all staff in Estates & Projects Section on a departmental staff planner.
- Collect and check all expenses, on-call & overtime sheets at the end of the month before finalising and submitting to Payroll.
- Point of contact for staff with issues relating to Pay and Training.

Compliance

- Support the development and use of the designated system as a central Estates and compliance Management system.
- Take responsibility to ensure that statutory training compliance is recorded and reported on the designated system.
- To support the recording of Compliance information and the production of compliance reports.

Other

- Ensuring all office equipment is functioning correctly, arranging for repair or replacement as necessary.
- To attend training courses necessary to assist the post holder to achieve the set objectives.
- In carrying out the duties of the post, the employee is required to work in accordance with the policies and procedures of Royal Hospital for Neuro-disability, including Health & Safety, Manual Handling, Confidentiality, Data Protection and Equal Opportunities.
- To ensure confidentiality always, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Diary Management and planning of meetings as required.

- To comply with the Hospital's Equal Opportunities Policy and to promote Equal Opportunities at all times.
- To comply with the Hospital's No Smoking and Alcohol Policies.
- To undertake such other duties as may be required from time to time as are consistent with the responsibilities of the grade.
- To be responsible, with management support, for your personal development and to actively contribute to the development of colleagues.
- This job description is a reflection of the current position and may change in emphasis or detail in the light of subsequent developments.

Person specification

AREA	ESSENTIAL	DESIRABLE
Communication & Relationship Skills	<ul style="list-style-type: none"> • Excellent communication skills written and verbal • Able to deal with difficult situations calmly and professionally with a can do attitude • Able to demonstrate tact and diplomacy • Able to demonstrate effective management of people • Able to exchange confidential sensitive or contentious information demonstrating tact and diplomacy. • Excellent interpersonal skills • Able to establish and maintain working relationships with colleagues from a variety of professional and organisational backgrounds • Ability to train others of varying abilities 	
Knowledge Training and Expertise	<ul style="list-style-type: none"> • A good level of general education with a track record of experience in a similar role. • Knowledge of administrative/ business policies and procedures • Proficiency with databases, spreadsheets and presentation software • Experience of managing a budget accurately recording & calling off financial information 	<p>Degree or equivalent Professional Qualification</p> <p>Proven ability to make decisions and work unsupervised.</p> <p>Knowledge of NHS Payment Procedure.</p>

	<ul style="list-style-type: none"> Experienced in dealing by phone and face to face with the public and other users. Experience of dealing with difficult situations including complaints. 	<p>Experience with purchase order systems.</p> <p>Knowledge of NHS Ordering Procedures</p>
Analytical Skills	<ul style="list-style-type: none"> Able to work under own initiative to evaluate information and formulate plans. Proactive approach to problem-solving and proven ability to develop and implement solutions. Ability to analyse, interpret and compare data using databases and spreadsheets. 	Ability to analyse and assimilate complex data
Planning & Organisational Skills	<ul style="list-style-type: none"> Excellent time management and ability to deliver accurate work within strict deadlines. Able to manage conflicting priorities daily. Able to define own short term objectives without reference to management and act on them. Able to prioritise and re-prioritise workload of self, depending on service demands and resources Proven ability to maintain workload with frequent and complex interruptions Ability to demonstrate a proactive approach to tasks and to improve work procedures and own personal development Ability to work under pressure and exercise judgement when dealing with inquiries Neat, tidy and able to portray a professional image Highly self-motivated conscientious in approach and pays attention to detail. Possess high internal work standards setting attainable goals and helping others to do so. 	
Financial	<ul style="list-style-type: none"> Experienced in managing budgets. Recording financial information accurately. Previous budget holding experience and ability to act as authorised signatory for departmental resources. 	<p>An understanding of Health Care financial systems.</p> <p>An understanding of Organisational</p>

		Standing Financial Procedures.
Information and Communication Technology	<ul style="list-style-type: none"> • Able to use a range of IT programmes including in-house systems. • Advanced keyboard skills. ECDL or equivalent knowledge and skills gained through experience. 	
Personal Attributes	<ul style="list-style-type: none"> • Highly motivated and able to motivate others. • Able to maintain composure during times of pressure. • Commitment to providing a quality service and continuous improvement. • Attention to detail and the ability to see tasks through to their completion. 	

Our values

Seeing the whole person

Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high-quality customer service, developing ongoing relationships and caring for patients as individuals.

Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

Delivery on promises

Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect.

Willingness to learn

Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks.

Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating

opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement.

Honesty and integrity

Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talk honestly and openly about them, to make sure that they don't happen again.

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: