

Job Description



Title	Facilities Administrator
Based	Office based from Leith, Edinburgh
Dept/Region	Finance & Resources
Line Manager	Head of Human Resources & Support Services

Our Mission

For nearly 60 years, the Scottish Wildlife Trust has worked with its members, partners and supporters in pursuit of its vision of healthy, resilient ecosystems across Scotland's land and seas. The Trust successfully champions the cause of wildlife through policy and campaigning work, demonstrates best practice through practical conservation and innovative partnerships, and inspires people to take positive action through its education and engagement activities. It also manages a network of over 100 wildlife reserves across Scotland and is a member of the UK-wide Wildlife Trusts movement.

Our Values

- We are pioneers
- We are always learning
- We act with integrity
- We are evidence-based
- We are impact focused
- We are collaborative

Overall Purpose of the Role

The role of the Facilities Administrator is to effectively facilitate property maintenance and related services. Maintain vehicle fleet and its administrative systems and support other departmental staff in related administrative tasks as and when required.

Key Success Areas

The key success areas are:

- Providing a professional, timely and proactive approach to ensure all properties, fleet and any equipment are updated, within lease and/or fit for purpose.
- Providing a diligent, helpful and organised manner when dealing with all Trust Team members

Main Objectives

Properties:

- Ensure lease agreements are in place and records held in central file
- Maintain good relations with landlords and resolve any issues arising
- Ensure appropriate insurance cover is in place and any claims are administered effectively
- Ensure rent and council tax/rates and any other related costs match lease agreements
- Negotiate cost effective and 'green' utilities deals with relevant companies

- Monitor security procedures for Trust properties and improve where appropriate
- Promote 'green office' ethos throughout Trust properties and give advice on appropriate measures to maintain/set up green procedures i.e. recycling, energy use etc

Fleet Vehicles:

- Ensure all vehicles remain roadworthy through ensuring MOT certification is in place and any repairs are undertaken
- Ensure all fleet vehicles have up-to-date road tax discs in conjunction with Finance
- Ensure all insurance cover is in place and premiums are paid, and claims are processed effectively
- Maintain fleet vehicle packs to ensure fuel cards, breakdown services details, drivers checklists, mileage sheets etc are in place and used appropriately
- Instruct and manage drivers necessary vehicle compliance documentation
- Raise PO's for any maintenance and repairs required for fleet vehicles

Telephones (mobile):

- Maintain up-to-date records of all mobile phone/tel number distribution
- Maintain telephone handset inventory
- Check all monthly bills match usage and advise HoHR of any misuse
- Order and set up mobile phones for distribution to staff
- Maintain mobile contracts and liaise with external personnel to negotiate preferable procurement deals
- Monitor data usage and investigate any high data values

Vehicle Safety/Risk Management (Driving for the Trust policy)

- Ensure all drivers adhere to the Driving for the Trust Policy when driving fleet or private vehicles.
- Check all drivers licences (employees and volunteers) on an annual basis in order to comply with H&S regulations

Administration

- In conjunction with the Support Services Administrator, arrange meetings, events as required
- Provide additional reception support and support other departments at 'peak' times
- Provide office management services as required including general maintenance, posting and franking of mail
- Deal with telephone enquiries and assign to appropriate personnel
- Maintain and order the office supplies as required including milk, coffee etc
- Assist with general running of office including dealing with waste management etc
- Advise and assist with hot desk booking and general hot desk requirements including liaising with IT department to assist
- Administrative systems – in conjunction with the Support Services and HR team, you will maintain and develop administrative systems and ensure the office is well maintained.
- Health and Safety and wellbeing – you will ensure security/fire/office health and safety procedures are compliant and in operation.
- Other general office duties as required

Key Internal & External Contacts

- All staff – advice and information provision
- Supporters and general public
- Landlords, property agents and contractors
- Property and Vehicle Insurance companies
- Utilities companies
- Local and Scotland-wide vehicle repair/service points
- Various contractors, including contract cleaners, trades

Qualifications, Experience (essential/desirable)

Essential Qualifications (or matched experience) :

- Relevant HNC/HND or matched demonstrable experience

Desirable Experience:

- Proven experience of working in a similar role, where the following experience will have been gained:
 - Providing quality first-level customer response with the ability to know when to escalate
 - Commitment to equal opportunities practice and behaviour

Key competencies	Essential
Technology & knowledge (IT)	Proficient in the use of Microsoft office with particular expertise in Word, Excel and Outlook
Organisation and planning	Manage own workload and meet tight deadlines, often under pressure High levels of numeracy with accuracy and attention to detail
Communication (writing/spoken)	Tact and diplomacy to work with confidential information and build relationships
Problem Solving	Good analytical and solutions-focussed approach to problem solving
Judgement	Ability to exercise judgement, particularly in relation to escalation
Management	Ability to manage and influence managers to develop best practice
Teamwork	Ability to work alone and be part of a team
Commitment to organisational culture, values and vision	Some knowledge and passion for wildlife conservation would be desirable

Additional Requirements	Essential	Desirable	Not applicable
Right to work in the UK	✓		
Full Driving Licence		✓	
Protection of Vulnerable Groups membership			x
First Aid Certificate		✓	
Credit Check			x

Author	Head of HR & Support Services	Date	Apr 2024
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Job Description

.... Team Structure

