

YMCA CHELTENHAM- JOB DESCRIPTION

POSITION TITLE:	Property and Maintenance Administrator
LOCATION:	Based at Vittoria Walk, Cheltenham
RESPONSIBLE TO:	Senior Manager- Property and Maintenance
SALARY:	YMCA Cheltenham BAND B
HOURS OF WORK:	37.5 hours hybrid working

JOB PURPOSE

The Property & Maintenance Administrator is a newly formed role in a relatively new Property and Maintenance department. It is an opportunity for a highly skilled administrator to support the Property Senior Manager.

The role will help ensure that the Property and Maintenance Department runs smoothly, and provides assistance both in the office and on our sites.

You will be part of a small busy team providing day to day support to the organisation. You will be the first point of call for Property and Maintenance queries, emails and administrative tasks. Alongside that you will assist the Property Senior Manager and Maintenance Team in providing ad hoc project support as and when required.

You will be expected to exercise initiative and be a self-starter – understanding and identifying where your work can make the greatest impact in achieving the Charity’s aims and objectives.

You must also be highly competent in office technologies, including Microsoft 365, cloud-based systems and ability to be able to pick-up in-house systems easily.

KEY DUTIES & RESPONSIBILITIES

Provide administration support to support the Property Senior Manager and providing excellent Property and Maintenance support to the organisation:

ADMINISTRATION:

- Provide excellent administration support to the Property and Maintenance team.
- Ensure the scheduling and prioritising jobs.
- Provide accurate updates on annual testing and manage and run a schedule to ensure that this aspect of the department runs smoothly.

CUSTOMER SERVICE:

- Provide excellent customer service to the Property and Maintenance team and the wider Senior Leadership Team (SLT) team, by answering queries in an efficient timescale, ensuring phone calls are answered and helping with opening the main door and collecting the team and wider team's post as required.
- Assist the Property Senior Manager to provide a professional Property and Maintenance service to YMCA Cheltenham in all matters relating to maintenance and managing assets.

POLICIES:

- Assist the Property Senior Manager in ensuring that all YMCA Cheltenham Property and Maintenance policies are and remain in line with current Property and Maintenance legislation and standards of Best Practice.
- Assist the Property Senior Manager to ensure the organisation is equipped with a complete and up-to-date suite of standards, policies and procedures that are relevant to all aspects of Property and Maintenance in which the Charity is engaged.

LEGISLATION:

- Assist the Property Senior Manager to ensure YMCA Cheltenham in complying with all current legislation and guidelines.

REPORTING:

- Assist the Property Senior Manager to ensure the accuracy, completeness and timeliness of all Property and Maintenance related records, and prepare reports as may be required by the CEO or Board of Trustees.
- Attend appropriate meetings with relevant internal and external stakeholders as and when required.
- Support the Christian ethos of the Association in all aspects of the work.

PROFILE

The ideal candidate for the role of the Property and Maintenance Administrator will possess:

- Evidence of an excellent standard of literacy, numeracy and English language skills.
- Excellent administration skills.
- Excellent attention to detail and accuracy.
- Excellent prioritising skills and diarising ability
- Ability to work with tact and diplomacy and react sensitively and with emotional intelligence when dealing with complex, sensitive or confidential scenarios.
- Able to work in a highly confidential way with the ability to apply judgement, common sense,

problem solve and find practical solutions to difficult challenges.

- Ability to manage own workload with minimum supervision, to tight deadlines and to work well in a busy office environment.
- Adaptable and able to handle people of all capabilities and attitudes.
- Previous experience of working as a Co-ordinator, and desirable but not essential to have previous experience of working in Property and Maintenance.
- Level 3 in a relevant qualification or a desire to achieve this.
- Effective interpersonal and influencing skills.
- Ability to maintain good working relationships across a range of staff levels both internally and externally.
- Ability to drive is desirable.
- As a member of the Property and Maintenance team you will be expected to demonstrate the values, initiatives and cultures of the organisation.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing in Cheltenham and Gloucester, alongside other works including the provision of sports facilities, affordable housing and other charitable activities.

Since 2014 YMCA Cheltenham has grown from having one supported housing project of 50 beds to being able to offer more than 250 beds every night, including long-term affordable accommodation, low to high level supported accommodation and emergency homeless provision.

YMCA Cheltenham is an organisation founded on Christian values and, as such, employees may encounter behaviours or vestiges particular to or representative of the Christian faith in the work-place. Employees are not required to adhere to the Christian faith or any faith, and no such consideration is taken in to account by the organisation when making employment choices or in delivering its services.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of the Property and Maintenance Administrator. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by their Line Manager.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.