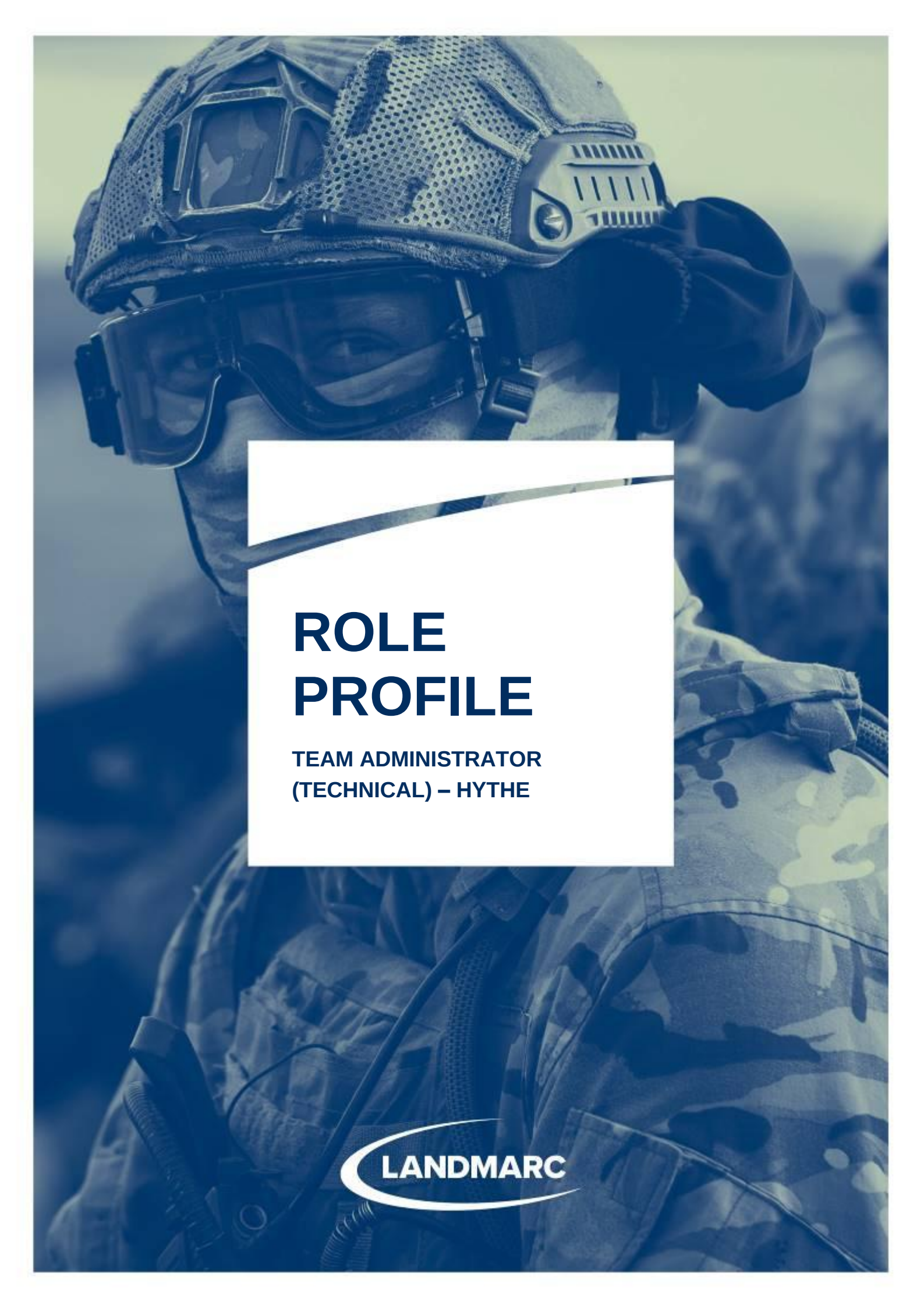




ROLE PROFILE

**TEAM ADMINISTRATOR
(TECHNICAL) – HYTHE**

LANDMARC

ROLE PROFILE

TEAM ADMINISTRATOR TECHNICAL

LOCATION: HYTHE, SOUTH EAST

REPORTING TO: PLANNING MANAGER

RESPONSIBLE FOR: NO LINE MANAGEMENT

Summary of Role:

To be responsible for carrying out any duties within your capability as required providing administrative support to enable contract delivery.

Duties of Role:

The following list is not exhaustive and other duties of a similar level and nature may be required from time to time including complying with any new policies that are introduced.

Primary Duties:

- Monitor and manage non-compliant assets, ensuring all identified non-compliances are accurately recorded, tracked and progressed in accordance with the relevant SOP processes.
- Review PPM records and associated asset information to identify non-compliant assets and ensure these are correctly linked to the relevant PPM and follow-on work order.
- Track follow-on works through to completion, maintaining oversight of outstanding work orders and taking appropriate action where works are delayed, incomplete or require further investigation.
- Ensure compliance is accurately reinstated on the relevant PPM records following completion of remedial works, ensuring records are updated correctly and in a timely manner.
- Investigate discrepancies and data anomalies, using available systems, records and information to establish the cause and determine the appropriate course of action.
- Maintain accurate and comprehensive technical and compliance records, ensuring data is captured, entered and maintained to a consistently high standard.
- Produce and distribute weekly reports on non-compliant PPMs, providing accurate information on outstanding compliance issues, progress, overdue actions and completed remedial works.

- Analyse data and identify trends or recurring issues, escalating significant or persistent compliance concerns to the appropriate manager.
- Manage and prioritise own workload, ensuring tasks, investigations, reports and follow-up actions are completed within required timescales.
- Liaise with relevant operational, technical and contractor teams to obtain information, clarify requirements and ensure outstanding actions are progressed.
- Undertake regular data quality checks, identifying and correcting inaccuracies, omissions or inconsistencies within asset, PPM and work-order records.
- Maintain a strong audit trail, ensuring actions, decisions and supporting information are appropriately recorded and can be evidenced when required.
- Follow established SOPs, processes and governance requirements, ensuring all compliance-related activities are completed consistently and accurately

Secondary duties:

- To ensure that the Training Estate Facilities are fit for purpose in compliance with the TESC core service modules e.g. office equipment testing and calibrating, Operations room procedures, safety communications, responding to operational calls, maintaining safe place, surveillance, maintaining public rights of way, access control, data capture and input, work orders processing.
- housekeeping
- diary management
- note-taking at meetings
- To use a variety of office equipment and technology as required including both PC and tablets, paper-based systems, multi media centre, laminators, etc, using bespoke software and web-based information systems.
- To liaise with all stakeholders to ensure effective contract delivery e.g. the Employers representatives regarding added value administration, wider training estate users including the general public, other contractors regarding site usage.
- Working on other sites with travel where required.

Ideal Person:

The following lists detail the ideal person to carry out this role and will be used as the selection criteria during the recruitment process.

What you know:

- Ability to operate office equipment effectively
- Computer literate and able to use Microsoft Word to a high standard
- A good level of numeracy and literacy gained through a Level 2 qualification such as a G.C.S.E. grade A-C or equivalent and proven experience
- Experience of communicating with stakeholders

What you can do:

- Office and administration skills
- Demonstrate proven track record of achieving objectives to set standards
- Ability to follow processes within time constraints
- Ability to use bespoke and off the shelf software packages

Prerequisites for employment

- Full driving licence valid in the United Kingdom.
- Complete Baseline Personnel Security Standard – this is compulsory for all personnel who work for Landmarc Support Services Limited as Official Defence Contractors. This includes a Basic Police Disclosure, however, unspent convictions are not necessarily a bar to employment and will be reviewed case by case to ensure there are no risks to the security and integrity of the work completed by Landmarc Support Services Limited.
- National Security Vetting may be required however you will be informed of this requirement during completion of the Baseline Personnel Security Standard.
- Candidates must meet the UK residency requirements to undergo the above (5 years minimum).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.

- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.