



# **ROLE PROFILE**

**TECHNICAL  
SUPPORT  
ADMINISTRATOR**

**LANDMARC**

## **ROLE PROFILE**

### **TECHNICAL SUPPORT ADMINISTRATOR**

**LOCATION: REGIONAL**

**REPORTING TO: REGIONAL TECHNICAL MANAGER**

**RESPONSIBLE FOR: NO LINE MANAGEMENT**

#### **Summary of Role:**

To be responsible for carrying out any duties within your capability as required providing technical 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:**

- To ensure that the Training Estate Facilities compliance records are maintained fit for purpose in accordance with the allocation and ensure compliance with the service Call off Schedules.
- Administration of technical information and compliance documentation, including developing reports, processes and action plans.
- Identifying and implementing improvements in technical compliance documentation, document management and processes.
- Review technical documentation for clarity, content, and presentation.
- Quality check technical documentation, processes and the technical databases
- Administration of document release and change control.
- Minor project administration support, preparing work packs and action tracking.
- Maintaining document recording for technical services.
- Co-ordinate and upload reports to AMS / Maximo.
- Work orders processing.

- Auditing records
- Other administration tasks may include: answering calls and emails, data capture and input, purchase orders, scanning and filing, diary management, note-taking at meetings, managing stationary and petty cash,
- 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.

### Secondary Duties:

- Experience of using Computer Aided Facility Management (CAFM) software (desirable) in a built estate environment (e.g. Facilities Management).
- Some knowledge of MOD Defense Infrastructure Organisation compliance requirements with regards to Asbestos, Legionella, Electrical, Fire, Gas and Petroleum and Risk Assessments.
- Working on other sites with travel where required.
- 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.
- To administer all unit publications (such as Air Publications), recording all issue on loan cards, record and progress publication demands, issue amendments upon receipt and circulate newsletters and magazines upon receipt.
- To ensure that the Training Estate Facilities adhere to safe systems of work e.g. reporting defects, report and deal with unauthorised persons on the Training Area Estate.
- To support the efficient processing of bids for training facilities and activities on the Bidding and Allocation Management System (BAMS), including related booking enquiries.

## 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
- Have a degree of technical understanding of aspects of the built estate, including DSEAR, Asbestos, Legionella, Asbestos, Legionella, Electrical, Fire, Gas and Petroleum and Risk Assessments
- Excellent knowledge of Health and Safety - IOSH Managing Safely qualification (desirable)
- Have an opened minded approach to training and a desire to develop professionally

## What you can do:

- Office and administration skills
- Experience of communicating with stakeholders on all levels
- Demonstrate proven track record of achieving objectives to set standards
- Ability to follow processes and can work well under pressure, be able to work to tight deadlines in a fast-paced environment
- Ability to follow processes within time constraints
- Computer literate with a good understanding of Microsoft packages such as Word, Excel and Outlook and the 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.