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**Estates Coordinator**

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| **Job grade** | **Level 3, Professional Level 1**  | **Reports to** | **Director of Estate Transformation** |
| **Directorate** | **Business Services** | **Function** | **Estate Transformation** |
| **Contract**  | **Permanent** | **Location** | **Regent’s Park**  |

**Responsibility for resources**

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| **Direct line reports** | **0** | **Responsibility for other resources** | **None** |
| **Financial resources** | **N/A** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The purpose of this role is to support the Estate Transformation team, across capital projects, facilities management, and estates management across the Regents Park / Whipsnade Zoo sites, and assist the Senior Management Team in developing and implementing the operational objectives of the dept.

The post holder will work across the department including Project Management, Hard Facilities Management, Asset Management, Workplace Management, and their systems of operation, and will develop tools to coordinate and communicate the work of the department to internal stakeholders.

**Key Responsibilities**

* Promote the work of the estate transformation team through internal communications, and encourage and strengthen communication between the team and other internal departments and stakeholders.
* Provide an effective administrative and coordination service to the team to ensure the team is best supported with timely and efficient support, with a hands-on approach to cross-departmental and cross-site monitoring, and coordination of projects and programmes.
* Support the Director of Estates Transformation and senior management with the preparation of agendas, minute-taking, meeting coordination, basic financial management (i.e. raising purchase orders, filing invoices etc), and other similar administration tasks.
* Responsible for department database and the Computer-Aided Facilities Management (CAFM) system, including the updates and maintenance of data-entry, ensuring accuracy and timely inputting and reporting.
* Implement a document management system to support consistency across the department and ensure current and historic project, design and survey data is accessible
* Support the preparation of key documents for audits and monthly reports.

The duties and responsibilities described are not a comprehensive list. Additional tasks maybe assigned from time to time that are aligned with the level of the role.

**Person Specification**

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| Experience |

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| Essential | * Previous experience in working and supporting large teams in an administrative or coordination focussed role.
* Proven experience in undertaking agenda preparation, minute taking, report preparation and similar administrative tasks.
* Previous experience of documentation management
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| Desirable  | * Experience of working in an estate development or facilities management environment
* Experience in using and maintaining systems, including CAFM.
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| Knowledge and skills |

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| Essential | * Able to work efficiently and autonomously under pressure.
* Excellent communication and internal customer service skills.
* High levels of confidentiality, discretion, diplomacy, and accuracy.
* Able to demonstrate high attention to detail within written communications, whether documentation or call-logging.
* Able to demonstrate good skills in power point to reformat and improve basic slide decks
* Good skills in using MS office packages, specifically Outlook and Excel.
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| Desirable | * Developing analytical skills in an administrative function.
* Growing technical understanding of an estate or facilities management environment.
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| Additional requirements |

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| Essential | * This post will occasionally be expected to travel between sites to support operational meetings.
* Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical).
* To comply with and promote Health and Safety policies and procedures.
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