

The Landmark Trust

JOB DESCRIPTION

Job Title: Operations Support Assistant

Department: Operations (based within Bookings team)

Location: Shottesbrooke

Essential Function – Job Summary

The 'Operations Support Assistant' works within the operations team to provide the highest quality administration and support to the Chief Operating Officer, Customer Operations Manager, Bookings Manager and regional teams. The role supports the on-going development and implementation of operating procedures and ensures that day-to-day and one off ad hoc tasks are delivered to support the smooth running of the operation.

Relationships

Reports To: Chief Operating Officer (COO)

Works Closely with: Bookings Manager and team, Customer Operations Manager, Head of Land and Property, Regional Property Managers, Property Assistants, Surveyors, contractors and suppliers as necessary.

Key Accountabilities

- To provide administrative support to the COO and Operations team, including typing and research for documents or reports; arranging diaries; setting up meetings, arranging travel as and when required.
- To work with the Regional Property Managers and Property Assistants providing remote admin support – dealing with orders, chasing deliveries and booking in local maintenance support and PAT testing as required.
- To support in the organisation of Regional Property Manager and Property Assistant meetings.
- To maintain and update the Housekeeper Manuals and Regional Property Manager Manuals, working with the Customer Operations Manager.
- To maintain the training records for the Housekeeping and Regional teams – maintaining a database which prompts refresher training for staff on a periodic basis.
- To work with the Historic Estates team to ensure relevant Health and Safety and Fire Safety administration is kept updated and management information is compiled.
- Support in the compilation of information relating to any accident or insurance claims.

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- To provide support to the Customer Operations Manager and Bookings Manager as and when required in responding to more standard customer comments, complaints or requests including Feefo web reviews.
- To escalate customer comments and complaints to the relevant individual within the Landmark team when required, ensuring the customer is kept informed of the progress of their complaint.
- To support the COO in the preparation of papers and reports for the Management Board
- To take the minutes of the regular Properties Forum and maintain an action list, working with key stakeholders and the COO (including Honeybourne, Furnishings Teams, Bookings Office and Historic Estates) to support delivery of actions required.
- To arrange periodic team meetings for the Operations and Finance management teams as and when required and to take minutes.
- To complete administration of business interruption claims for sign-off by COO on a weekly basis.
- Develop and maintain effective team working and relationships with colleagues and other teams across Landmark Trust.
- Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager.

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Person Specification

Skills and competencies

- Strong team player
- Takes responsibility and shows initiative
- Good written and verbal communication style
- Strong attention to detail
- Excellent organizational skills
- Ability to multi-task
- Positive and friendly attitude

Education

- Likely to be educated to GCSE level in English and Mathematics.

Minimum Work Experience

- Experience of dealing with customers either in person, via email or telephone.
- Ability to multi-task and enjoy the challenges of working in operations.
- Previous experience of liaising internally and externally with a wide range of contacts and on a wide range of subjects.
- Ability to use 365 Sharepoint
- Experienced with MS Office (Word and Excel especially)
- Proven ability to learn new IT systems to produce ad-hoc reports.
- Competent with booking systems and processes (an advantage)
- Proven ability to remain calm under pressure and manage work to deadlines.

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TERMS OF EMPLOYMENT

CONTRACT DURATION

This is a full-time, permanent position.

LOCATION

This position is based at our main offices in Shottesbrooke, near Maidenhead, Berkshire.

SALARY

£20,000 to £22,000 per annum paid monthly in arrears depending on skills and experience.

WORKING HOURS

35 hours per week Monday to Friday 9.00 am to 5.00 pm.

HOLIDAYS

The holiday entitlement is 25 days per annum plus statutory holidays, increasing in stages to 30 days per annum after 10 years' service.

SICK PAY

During the first three months of employment or the probationary period (whichever is the longer) you will only be paid your Statutory Sick Pay entitlement. After this period you will receive full basic pay during any sickness absence up to 20 days in any 12 month period. The Statutory Sick Pay will be included in this sick pay. Where absence exceeds seven consecutive calendar days and in certain other circumstances, a doctor's certificate will be required.

PENSION SCHEME

Provided you meet the criteria, you will be auto-enrolled into Landmark's pension scheme.

MEDICAL HEALTH

Private health insurance, currently with BUPA, can be provided when you have been with Landmark for a year.

NOTICE

The appointment is subject to satisfactory completion of an initial six month probationary period, though this may be extended if more time is needed to assess suitability for employment. During this period the post will be subject to a week's notice on either side. A minimum of one month's notice in writing on either side applies after the end of the probationary period.

HEALTH & SAFETY

All staff are expected to observe all health and safety at work regulations as set out by Landmark in accordance with statutory requirements.

CONTRACT

The successful applicant will be required to sign Landmark's Contract of Employment.

The purpose of this information is solely to help prospective employees to understand the details of Landmark's Conditions of Employment. It is not an offer of employment and does not form part of the Contract of Employment or the Job Description.