



Job Description and Person Specification

Summary

Job title:	Site Services Administration Coordinator
Area:	Facilities Management – Site Services
Reference:	EHA1888-0625
Grade and Salary:	£25733 - £ 27644 per annum. Grade 4, Points 15 to 18
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Head of Customer Service
Reporting to:	Customer Experience & Site Services Manager

About the Role

Provide day-to-day administrative and organisational support to the FM Site Services Management Team to a consistently high professional standard, maintain efficiency and administration systems, and improve and develop where necessary.

This will include dealing professionally with confidential information, carrying out contract and finance administrative support, arranging meetings, managing diaries and schedules, preparing, reviewing, and monitoring documentation to ensure compliance with legal requirements, maintaining records and making recommendations for improvements.

Working as part of the administration support function, you will act as a key contact for both internal and external partners with a view to establishing and maintaining highly effective business relationships and ensuring we are meeting our strategic goals.

Contribute to ensure we remain a high performing team, whilst adhering to the FM values and behaviours.

Duties and Responsibilities

Operational Management

1. Deliver comprehensive administrative support to the Site Services Management Team by managing calendars, coordinating priorities, and serving as meeting secretary. Duties include arranging meeting rooms and parking, preparing agendas and documentation, recording minutes and action items, maintaining records, and tracking follow-up actions.
2. Attend meetings and proactively identify solutions to resolve issues and enhance service provision, while demonstrating emotional intelligence in handling confidential matters and liaising with internal and external stakeholders.
3. Attend quarterly administrator meetings to review and improve office management systems, administrative procedures, and business processes. Use technology to streamline workflows and enhance efficiency.
4. Maintain HR-related processes including annual leave, annual performance reviews (APRs), and sickness absence tracking. Liaise with managers and supervisors to ensure accurate and up-to-date records.

5. Maintain the FM organisational chart, staff directory, and staff lists for new starters. Coordinate induction schedules as appropriate.
6. Manage and update HR documentation (e.g., induction packs), and ensure new or revised processes and systems are clearly documented and communicated across the team.
7. Lead and organise relevant training for staff on new systems or processes, including developing and rolling out new procedures in collaboration with managers.
8. Ensure compliance with University health and safety procedures by maintaining H&S records, preparing risk assessments for all Site Services tasks, reviewing them annually, and ensuring timely completion of required actions.
9. Liaise with suppliers and contractors to manage orders, request quotes, and ensure service quality and value for money.

Service Development, Delivery and Planning

1. Develop, maintain, and update Y: drive storage for SAC, policies, GDPR compliance, document control, and other relevant documentation. Upload materials to FM SharePoint as required. Collaborating with service area teams to ensure current and relevant information is available.
2. Work closely with the FM team to support the implementation of cross-service initiatives and management systems within the Site Services Team.
3. Support departmental projects and initiatives, such as health and safety audits. Lead smaller projects, share knowledge, and contribute to the successful launch of new initiatives.
4. Monitor service performance using KPIs and other formal quality measures. Compile and present reports to support continuous performance improvement.
5. Support data collection and validation and assist with analysing trends in complex datasets to inform decision-making.
6. Collaborate with the management team to conduct a comprehensive Training Needs Analysis to ensure the team remains skilled, compliant, and effective.

Financial Management

1. Work with the Customer Experience & Site Services Manager to develop, monitor, and manage team budgets. Ensure budgets are effectively controlled to deliver efficient service and achieve value for money.

2. Manage the purchase order process, ensuring costs remain within set budgets, liaising with the FM requisitions team, and ensuring timely processing of POs and invoices.
3. Support the review, renewal, and management of supplier contracts to ensure the University receives the best levels of service and value for money.
4. Assist in the preparation of documentation for supplier tenders, collate onboarding information, update induction materials, and report performance or risk issues as necessary.
5. Ensure compliance with the University's Financial Regulations and procedures. Support audit preparation, including providing relevant documentation and tracking follow-up actions.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; demonstrate excellent customer care; undertake appropriate learning and development; actively participate in performance review; encourage equality, diversity and inclusion; respect confidentiality; act in a sustainable manner; and proactively consider accessibility.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Educated to A Level standard or equivalent	Essential	Application
ECDL or equivalent IT skills	Desirable	Application
Relevant safety management qualification NEBOSH/IOSH or equivalent	Desirable	Application & Interview

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of budget preparation and understanding of cost control	Essential	Application, Supporting Statement & Interview
Experience of actively developing and effectively managing contracts to support and enhance the housekeeping service	Desirable	Interview
Experience of providing administrative functions to high standards	Essential	Application, Supporting Statement & Interview
Experience of the implementation of quality management systems and key performance indicators	Essential	Application & Interview
Demonstrable knowledge and experience of effective safety management principles including undertaking risk assessment and development of standard operational procedures	Essential	Application & Interview
Experience of collating and formatting documents and reports to a professional/high standard ensuring accuracy and consistency	Essential	Application, Supporting Statement & Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of arranging and providing a professional secretariat role for meetings, including taking and producing minutes	Essential	Supporting Statement & Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Able to always maintain strict confidentiality, use initiative and work as part of a team	Essential	Application & Interview
Outstanding communication skills, both written and verbal	Essential	Interview
Ability to build professional partnerships and communicate effectively	Essential	Interview
Able to prioritise workload and meet deadlines	Essential	Application, Interview & Test

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Jonathan Belfield, Customer Experience Manager at Belfielj@edgehill.ac.uk.

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the

form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.