

## **TRELOAR TRUST**

### **JOB DESCRIPTION**

**Post:** Estates Helpdesk Administrator

**Location:** Treloar School & College

**Responsible to:** Estates Coordinator

#### **Main Purpose of Job:**

To provide administration support to the Estates and Transport Teams including being responsible for the helpdesk, processing requests for work and ensuring these are carried out in a timely manner. This role should provide a friendly customer orientated service that includes dealing with enquiries by phone, Quadpro (in house work allocating system), email or in person for both internal and external stakeholders.

#### **KEY TASKS**

Customer liaison & operational support:

- Working in collaboration with the team to provide a friendly customer orientated helpdesk service to all site users; via email, Quadpro (in house work allocating system), phone, or in person
- Be the first point of contact for Staff and assist with ensuring the Estates office is always staffed
- Process all incoming requests or queries and allocate to the appropriate person / contractor via Quadpro
- Reallocate internal work tickets to external contractors where necessary. Scheduling work at convenient times and checking any permit to work, method statements or risk assessment are in place if required
- Liaise closely with the porters to ensure room set ups are completed & monitor events to ensure they are expedited efficiently
- Record when jobs are completed, chase uncompleted jobs if necessary & liaise closely with staff keeping them informed of developments
- Attend meetings and note taking when required
- Assist with the preparation for events and letting
- Liaise with Porter supervisor to action and place the weekly consumable supplies orders and advise when deliveries will take place. Book deliveries in if complete using the Cherry Pi Software Package
- Liaise with the Residential Houses regarding their individual weekly store's orders
- Ensure the stores order forms are up to date and amending any product changes / additions.
- Arrange for both General and Metal skips to be replaced when full
- Co-ordinate the weekly PPE orders across the site
- Liaise with the student Work Experience Co-ordinator regularly and update the schedule for the Porter
- Order Estates team uniform and keep a record of sizing

Administration:

- Operate the Quadpro Helpdesk System
- Provide admin support to the Estates team, and where necessary Transport
- Emergency call out procedures – ensure that up to date procedures (including contacts register) are kept on file
- Liaise with neighbouring schools and keep up to date contact records

- Support the Jowett Centre with the access control, ANPR databases, updating vehicle registrations
- Support with the production of ID cards for students, staff, and contractors, also with the access levels
- Process orders and invoices, adhering to Trust procedures
- Contractor liaison – ensure that all contractor's staff follow an agreed sign in/sign out procedure
- Maintain the list of all keys and key holders
- Maintain filing systems
- Collect, deliver and file post for the services team

Other duties:

- Such other administrative, liaison or operational support tasks as may be required from time to time.
- To support the Trust in safeguarding and protecting the welfare of all students.
- To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and data protection, reporting concerns to an appropriate person.
- To maintain and develop own professional knowledge and awareness.
- To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.
- This job description will be reviewed and amended in the light of changing professional demands.

Treloar Trust  
HR Department  
September 2025

### **PERSON SPECIFICATION – Estates Helpdesk Administrator**

<b>MINIMUM</b>	<b>DESIRABLE</b>
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Good general education to GCSE level or equivalent (including Maths and English to level 2 or above)</li> <li>• Willing to train to achieve CIEH Level 2 Award in H&amp;S</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative-based qualifications</li> <li>• CIEH level 2 Award H&amp;S in the Workplace Qualification</li> <li>• Relevant customer service qualification</li> </ul>
<b>Skills and Knowledge</b> <ul style="list-style-type: none"> <li>• Ability to maintain databases</li> <li>• Excellent organisational skills</li> <li>• Excellent systems, IT and excel skills.</li> <li>• Excellent of Windows based software.</li> <li>• Excellent communication skills, both written and verbal.</li> <li>• Understands and responds to the needs of customers aiming to give an efficient and effective service at all times</li> <li>• High degree of accuracy and attention to detail</li> <li>• Ability to manage own workload to meet service level agreement targets</li> </ul>	
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experienced administrator</li> <li>• Demonstrable experience of ability to prioritise</li> <li>• Experience of handling multiple requests simultaneously and to tight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Has experience of working on databases</li> </ul>
<b>Personal qualities</b> <ul style="list-style-type: none"> <li>• A commitment to promoting and safeguarding the welfare of students</li> <li>• Systematic - uses systems to organise and keep track of information</li> <li>• Tenacious - ensures that all processes are fully complete - follows up outstanding actions</li> <li>• Initiative - must be able to work without close supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Discretion when dealing with matters of a sensitive or confidential nature.</li> </ul>
<b>Physical Requirements</b> <ul style="list-style-type: none"> <li>• Able to cope with the physical demands of the role</li> </ul>	
<p style="text-align: center;"><b><u>TRELOAR TRUST IS COMMITTED</u></b>  <b><u>TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS</u></b>  All successful candidates will be subject to a DBS Check along with other relevant employment checks</p>	

**BOTH THE JOB DESCRIPTION AND THE PERSON SPECIFICATION ARE SUBJECT TO THE TRUST'S EQUAL OPPORTUNITIES POLICY**

If you have not heard from us within **three weeks** of submitting your application please assume you have not been short-listed.