

# Job Description: Technical Administrator



Function:	Hard FM Healthcare
Position:	Administrator – Hard Facilities Management/Estates
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Head Of Estates
Additional reporting line to:	Deputy Head of Estates
Position location:	Hereford County Hospital

## 1. Purpose of the Job – State concisely the aim of the job.

- To provide full administrative support to the Hard Services and Projects team
- Ensure Purchasing documentation is accurate and up-to-date
- To assist the Estates team with PPM / PMSTA compliance spot checks
- To support the Technical Managers to achieve their payroll responsibility within deadlines
- Ensure Time management system is up-to-date and accurate at all times ensuring correct payment of staff
- To actively review and arrange completion of outstanding WO's utilizing Estates team & sub-contracted labour

## 2. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To be professional acting as an ambassador for your department & Sodexo with excellent interpersonal and influencing skills and clear communication to relate to all levels within Sodexo, the Trust and externally with suppliers.
- To treat all information, you have access to with strict confidentiality
- Collect all data and information and produce reports as required by the management team
- Present data and information in standard formats for technical managers and the finance managers.
- Assisting managers in collation of information from site – this will include (accompanied) entry into plant rooms, roof areas, staff and patient areas. All Health & Safety and department policies and procedures must be adhered to at all times.

## 3. Main assignments

- To ensure that the technical managers have completed payroll by 10.30 on a Monday and that it is sent to the Finance Hub for processing this will include but not limited to Overtime, Absence, On Call payments and permanent changes.
- Maintain accurate records on departmental trackers
- Accurately record absence information and support managers to maintain P Files

- Reviewing Reactive / outstanding WO's jobs in Maximo, collate material costs and associated labor hours, complete a recharge pack and initiate contact with customer for a PO before sending information on for processing.
- Update and monitor the vehicle register with up-to-date driving licenses.
- Communicate the requirement for new PMOs to finance manager.
- Raise Purchase orders following request from managers.
- Review outstanding purchase orders weekly & monthly to ensure appropriate action is taken, and costs are recorded in the correct months
- Support technical / project managers with documentation
- Support the management team with the maintenance of Kronos.
- Act as the point of contact between Supply solutions and the operations to ensure suppliers are available / queries logged.
- Act when there are failures in compliance, deadlines or initiatives and identified and report these to technical managers
- Maintain formal and informal communication with Trust managers related to services activities/ working group. Develop good working relationships with clinical and non-clinical staff at all levels.
- Use of IT systems to include the CAFM, SharePoint and subcontractor systems to provide, monitor and report data within the Quality Assurance and other management reporting systems.
- Provide administrative support for Hard FM staff where required.
- Co-operating with the helpdesk team and supporting as and when required.
- Always complying with safe systems of work in adherence to all policies
- Monitor, report and escalate staff absences relating to sickness and lateness using Kronos to line managers
- Support managers with the accurate completion new starters and leavers paperwork, including recruitment administration
- Work with managers to investigate staff pay queries whilst seeking guidance from central payroll and HR to respond accordingly

#### **4. Accountabilities**

- Accurate Management Information produced in a timely manner
- Deadlines met
- Accurate records kept
- Escalation of delays or concerns

#### **5. Person Specification**

- Proven experience within a similar role
- Self-motivated and able to adapt to changing priorities
- Able to demonstrate an aptitude for problem solving using a logical approach
- Works well in a pressurized environment
- Good understanding of Health and Safety at Work regulations.
- Proficient in Microsoft packages
- Must be able to demonstrate good verbal and written communication skills
- Good level of mathematical skills
- Professionalism, confidentiality, integrity and credibility

##### **Desirable:**

- Previous experience within a Health Service context
- NVQ Level 3– Administration or equivalent
- Demonstrating maturity in working with Hard FM groups
- Any specialist knowledge relevant to the health care environment
- Previous experience using Sharepoint and CAFM systems (desirable)

## 6. Competencies

- Customer focus
- Manages ambiguity
- Being resilient
- Collaborates
- Ensures accountability
- Communicates effectively
- Drives results

## 9. Management Approval

Version	Version 2	Date	28/04/2026
Document Owner	Rachael Lewis		

## 10. Employee Approval

Employee Name		Date	
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