

Job Title: Maintenance Support Administrator

Salary Range: £30,000 - £35,000 per annum

Responsible To: Head of Maintenance

1. Job Summary

The Maintenance Support & Procurement Administrator will provide high-quality support to our Estates team, focusing on maintenance and procurement. The role involves handling numerous phone calls and emails, often related to problem resolution. The post holder will coordinate jobs with the maintenance team, assess issues, and update all reactive jobs in our CAFM system, ensuring work orders are current and providing necessary reports.

Key responsibilities include managing maintenance contracts and maintaining up-to-date records. Additionally, you will plan, develop, and procure materials, goods, supplies, and equipment cost-effectively, adhering to company quality standards and policies.

2. Operational Tasks

- **Help Desk Management:** Oversee the Help Desk, report and assign reactive maintenance work orders, ensuring data accuracy in the CAFM system.
- **Maintenance Coordination:** Ensure accurate and complete job paperwork, providing maintenance KPI and service level reports.
- **Contract Management:** Keep all maintenance contracts up to date in the CAFM system.
- **System Optimization:** Maximize CAFM system use and suggest improvements.
- **Contractor Liaison:** Ensure timely closure of work orders with contractors.
- **Stock Management:** Monitor, control, and track stock with the Estates team.
- **Procurement:** Assist in Sourcing, negotiating where necessary, and manage supplier contracts for the best quality, price, and terms.
- **Supplier Relations:** Follow up with suppliers, address delays, research new products, and maintain strong vendor relationships.

3. Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Organisational Values**

To behave in accordance with the organisation's values of Respect, Integrity, Community and Excellence.

- **Equality & Diversity**

To act in accordance with the Organisations Equality & Diversity Policy, which is designed to prevent discrimination of any kind.

- **Health & Safety**

Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.

- **Risk Management**

Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.

Responsibility for attending health & safety training as required.

Responsibility for assisting with risk assessments.

4. Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Kisharon Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation, but is a correct reflection of the main duties of the post at the time of writing.

5. Acceptance

I agree to undertake the duties of the job in accordance with the above.

Signed: (Post Holder)

Name: (Print)

Date:

Signed: (Line Manager)

Name: (Print)

Date:

This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Langdon Job Descriptions. The signed copy will be retained on your Personnel File.

PERSON SPECIFICATION**Maintenance Support & Procurement Administrator**

	Essential	Desirable
Knowledge & Experience	• Proficient in Microsoft Office and general IT Skills	• Experience in help desk within FM/Maintenance
Communication & People Skills	• Excellent communication and relationship-building skills • Ability to build relationships with internal and external sources	• Positive and proactive attitude
Organisation Skills	• Adaptability to manage change as needed • Strong prioritisation abilities • Attention to detail	• Capability to work independently and as part of a team
Specialist Skills	• Awareness of upcoming trends	
Other	• Commitment to the organisation's ethos and aims, and the ability to respect, support, promote and work within a Jewish ethos. • Acceptance of and commitment to the principles underlying the organisation's Equality & Diversity and Health & Safety Policies.	• Self-motivated, problem solving and able to work under pressure • Strong analytical thinking skills • Willingness to handle difficult situations • Flexibility and openness to change