

Open Spaces Role Profile

Title: Administrator (Open Spaces)

Reporting to: Team Leader and Assistant Director (Open Spaces)

Date: July 2026

Purpose

Support the delivery of outstanding estate management services to clients and customers of Open Spaces.

Deliver exceptional and professional administrative services to the estate management team to assist with the efficient and effective maintenance of the unadopted areas and common estate areas.

Engage with clients, owners, Directors and Freeholders to ensure our services meet their expectations and priorities and at all times striving to continually improve services and exceed performance targets.

Contribute to the efficient day to day running of the estate management department, providing support to internal and external customers.

Accountabilities

Operational

- Support in the delivery of excellent, consistent and responsive customer service from the estate management department.
- Deliver a diagnostic enquiry service and take ownership of and responsibility for resolving queries or completing actions arising from customer enquiries.
- Support the delivery of planned and reactive maintenance with a range of administrative duties to ensure estates are adequately repaired and maintained according to the terms of our agreements.
- Assist with the monitoring and administration of all relevant H&S Assessments, and administer resulting actions to resolution as per Management Reporting Schedule.
- Support in the arrangement, administration and attendance at Residents Meetings and site meetings as per our Management Agreement.

- Meet targets and agreed performance levels.
- Support the day to day operation of the estate management function by ensuring equipment is maintained and the availability of materials is sufficient to meet requirements.
- To contribute to initiatives for the development and enhancement of service delivery.
- To continually seek to improve the quality of services to customers
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information that supports and broadens the scope of information provided by estate management. This includes inputting and extracting relevant information.

Strategic

- Follow all policies and procedures in relation to health and safety and carry out relevant risk assessments.
- Comply with all relevant legislation, policy and procedure.
- Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all services.
- Collaborate with other functions to ensure we give the best service to our customers and contacts.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Desirable Skills & Experience

Essential criteria:

- Educated to GCSE/O-Level equivalent including Maths and English
- Experience of working in an administrative role
- Excellent interpersonal and communication skills, both written and oral
- Excellent IT skills, particularly with Microsoft packages
- Self-motivated with the ability to work unsupervised
- Enthusiastic team player
- Positive 'can-do' attitude
- Ability to work under pressure and meet tight timescales
- Holder of a valid driving licence

Desirable criteria:

- Attendance on relevant training courses
- Customer Services qualification.
- Working knowledge of Qube/ Evolution software
- Previous experience of estate or property management

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.



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