



Duchy of Cornwall Estate Building Surveying Team Administrator Cornwall and Devon

The Duchy of Cornwall Estate

The Duchy of Cornwall is a private estate which funds the public, charitable and private activities of The Prince of Wales and his family. The Duchy consists of around 52,971 hectares of land in 23 counties, mostly in the South West of England.

The Duchy estate was created in 1337 by Edward III for his son and heir, Prince Edward, and its primary function was to provide him and future Princes of Wales with an income from its assets.

The current Duke of Cornwall, HRH The Prince of Wales, is actively involved in running the Duchy and his philosophy is to improve the estate and pass it on to future Dukes in a stronger and better condition.

Building Surveying Team Administrator

Main purpose of role A vacancy has arisen for an experienced part time administrator. The role involves providing secretarial and administrative support to the Building Surveying Department at the Western District office, based in Lostwithiel, from where the Duchy's rural property portfolio in Cornwall and Devon are managed.

Position The post reports to the Building Surveyor and has no direct reports.

Scope of role You will be responsible for:

- Managing property management records for cyclical maintenance including landlord's gas safety, electrical checks and routine servicing.
- Administering periodic submissions of meter readings for renewable heating incentive (RHI) applications.
- Maintain buildings insurance database amendments and approved contractors insurance records.
- Assist building team with compiling tender packages and manage the process of tender returns complete with submission of capex's for approval by accounts department prior to instruction of works.
- Instruct minor reactive repairs in accordance with guidance outlined in the Duchy's instructing works policy.
- Assist surveyors in the administration of building works progress, liaising with contractors and tenants as required.
- General office administration including typing, from audio or written notes, electronic/paper filing and archiving, answering of inbound telephones and fielding calls
- Contribute to providing out of hours cover, monitoring calls for the Building Surveying Department and intercepting emergency calls for the Holiday Cottage Portfolio.

The Duchy are in the process of streamlining their processes for instruction of all works to improve financial and project management and forecasting by using Qube property management software. You will play an instrumental role in the implementation of the new system for the Western District.

There is a small team of administrative support staff within the office associated with other departments. You will need to assist with other general office administration as required to ensure smooth operation, including covering reception and postal duties during absences.

Limits of Authority You will be responsible for day to day procedures to ensure the departmental workload is dealt with effectively, accurately and to time, with or without reference to the Building Surveyor.

Delivery Relationships You will need to work and communicate effectively with others and establish positive working relationships at all levels within the Duchy's various offices. You will need to work within a small team and make a valuable contribution to assisting with the departments workload. You will be a representative of the Duchy and must deal professionally with industry professionals, tenants and the general public. Cross departmental working and communication is an essential part of this position.

Person specifications

Education, Experience & Qualifications Strong attention to detail is essential, you will be representing the Duchy and as such you will need to present yourself accordingly in all face to face, email and phone communication.

You will have previous experience working as a PA/Administrator.

Strong IT expertise particularly in MS Office and happy using its advances features together with a willingness and aptitude to learn new IT skills.

Initiative and ability to work as part of a team as well as independently.

Knowledge of property management is desired but not essential.

Ability to work under pressure, meet deadlines and delivery high quality accurate work. Attention to detail and ability to manage and prioritise with busy workload is essential.

Have a systematic approach to problem solving and numeracy confidence.

Experience of working with Qube or similar property management systems is desirable but not essential. Training will be provided.

You will need to hold a current UK driving licence and have the use of a private car for business use for occasional site visits.

Personal You are discreet, organised, able to build positive working relationships at all levels; able to deal professionally with tenants, contractors, the public and industry professionals; precise and accurate in your work, open to discussion, change and development; easy-going yet professional, self-directed and productive.

You will need to have a strong empathy with the objectives of the Duchy of Cornwall and the implementation of the Duchy's policies.

Reward package

The role will be part time, 21 hours a week.

There is scope for the role to either be on a three full days a week basis or split across four/ five shorter days.

The full time equivalent salary will be in the range of £20,000 to £24,000 per annum dependent on experience.

The Duchy will contribute 12% of salary into its group pension scheme.

You will be entitled to equivalent of 25 days holiday pro-rata plus the 8 bank holidays for England and Wales.

Recruitment process

Long listed candidates will be interviewed in December. You will be required to undertake a range of assessments covering IT skills. For short listed candidates second interviews will follow soon after. The starting date is by negotiation but as soon as possible after appointment.