



Job Title:	Estate Property Department Administrator
Grade:	
Location:	The Stalls, Longleat Estate – Property Department Building
Department:	Estate Property Team
Reports to:	Estate Manager

Job Summary

Longleat Estate is seeking a highly organised and proactive administrator to join the property department. This role plays a key part in supporting the Estate Manager and wider Property team as well as providing the effective day-to-day operation and administration of a large, multifaceted historic estate.

In addition to the core property administration duties, the role requires a flexible and collaborative approach across different departments, as required.

Key Responsibilities

Estate & Property Administration

- Act as the first port of call for all enquiries, providing a positive office, email and telephone interface to all our customers, contractors and suppliers.
- Complete a broad range of administrative tasks including comprising and preparing correspondence, photocopying, data management, filing, arranging meetings, recording minutes, preparing agendas, covering letters and generally supporting the Property Department.
- Research, prioritise and follow up on incoming issues and concerns addressed to the Property Department, including those of sensitive or confidential nature.
- Assist with the preparation and completion of leases, licences associated plans and particulars for all aspects of Estate Management.
- Taking responsibility for updating and maintaining database systems, be that paper copy and digital; recording new lettings, compliance, updating following reviews and key dates.
- Working closely with Accounts Department over any changes to the property database for invoicing purposes and checking rental invoices and accounting accordingly.
- Supporting the Property Department with purchase invoice coding, issuing purchase numbers and tracking spend against budget.
- Assist the Property Department with onboarding new contractors and ensuring contractor certification received and filed accordingly.
- Assist in procurement for Property Department, from stationery to PPE.
- Processing and management of utility bills and invoices for let and void properties.
- Administration support for activities on the wider estate such as sporting activities, such as; sailing, fishing and riding permits.

General

- Work collaboratively with all Estate Department Teams, including property, forestry and fishing.
- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.

- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role, including general estate work.

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- GCSE English and Maths to grade minimum C, or equivalent.
- Driving Licence.
- Min. 5 years administrative and business support experience.
- Practically minded
- Good IT skills (including Word, Excel, Outlook, PowerPoint)

Desirable

- Property management experience.
- Professional qualification in Administration.
- Residential Letting experience.
- Experience with Landmark or similar terrier system (training available).

The Ideal Candidate – Key Competencies

Essential

- Exceptional written and oral communication skills.
- Excellent word processing and IT skills, including Excel and demonstrate knowledge of a range of software packages including MS teams and Sharepoint
- Excellent time management and organisational skills.
- Ability to work on your own initiative.
- A problem solver
- Honesty, integrity and reliability.
- Discretion and understanding of confidentiality issues.
- Ability to work in both small and large teams, with a variety of people.
- Passion, pride and care for your own work.

Desirable

- Passion for property and rural communities.

Position within the Team



Organogram

