Estates and Digital Infrastructure Administrator
Job Description

Faculty / Department: Campus:	Estates and Digital Infrastructure – Burslem & Cauldon Campuses

Responsible to:	Head of Estates

Responsible for:	N/A

Grade:	Grade 2A (SCP 7) Salary: £25,779 per annum	**Hours:**	Full Time, 37 Hours per week, Permanent, 1 FTE

Role Summary:

To provide comprehensive administrative and coordination support to the Estates and Digital Infrastructure Department, ensuring the effective operation of estates management, statutory compliance, facilities, capital projects, health and safety documentation, and digital infrastructure activities. The postholder will maintain accurate records, support procurement and financial processes, coordinate contractor activities, manage departmental systems and documentation, and act as a key point of contact for staff, contractors, service providers and stakeholders.

Main Duties and Responsibilities:

Work Processes and Results

Administrative Support

- Provide high-quality administrative support to the Estates and Digital Infrastructure team, maintaining accurate, accessible and secure electronic and paper filing systems in line with data protection requirements
- Prepare correspondence, reports, presentations, agendas, minutes and action trackers, whilst coordinating meetings, appointments, contractor visits and departmental activities.

Estates and Facilities Administration

- Maintain accurate Estates records, including asset registers, maintenance schedules, building information and certification documentation.
- Support procurement and tracking of equipment and services, whilst monitoring work orders, logging property defects and maintenance requests, and updating relevant CAFM/helpdesk systems.

Compliance and Health and Safety

- Support in the maintenance of statutory compliance records, including fire safety, asbestos, legionella and water hygiene, gas safety, electrical testing, lifts, and other relevant inspections.
- Track inspection, testing and certification dates and highlight emerging risks or overdue actions promptly.
- Support compliance dashboards, audit evidence, risk assessments and incident reporting administration.

Digital Infrastructure Support

- Provide administrative support to digital infrastructure projects and operational activities, maintaining accurate inventories of ICT equipment, network assets, licences, warranties and support contracts.
- Assist with the procurement and tracking of ICT equipment and services, whilst maintaining documentation relating to systems, connectivity, cyber security and equipment lifecycle management.

Financial and Procurement Administration

- Raise purchase requisitions and purchase orders in accordance with college procedures.
- Assist in tracking expenditure against approved budgets and maintain accurate financial records.
- Assist with quotations, tender exercises, framework purchases and contract administration.

Capital Projects Support

- Maintain project documentation, programmes, risk registers, change controls and action plans.
- Attend project meetings and issue accurate notes and actions.
- Support document control, filing, budget records, approvals and project handover information.

Customer Service, Data and Reporting

- Act as the first point of contact for departmental enquiries, providing a professional and responsive service whilst handling information confidentially and in line with college policies.
- Maintain departmental databases and produce accurate reports and management information using Microsoft 365 applications, supporting monthly KPI, compliance and project reporting.

Estates and Compliance Administration

- Ensure all certificates and records are uploaded within 5 working days, maintaining the compliance tracker with no more than 1% data errors and flagging planned inspections at least 30 days before expiry.
- Produce and issue accurate monthly compliance dashboards by the agreed reporting deadline.

Work Order and Helpdesk Management

- Accurate records maintained for 100% of reactive maintenance jobs.
- Monthly work order report produced by the fifth working day.
- Internal customer satisfaction target of 90% or above.

Procurement and Financial Administration

- Purchase requisitions raised within two working days of an authorised request.
- Expenditure trackers maintained with no material discrepancies.
- Monthly budget monitoring information produced by the agreed deadline.

Digital Infrastructure Administration

- ICT asset register maintained 98% accuracy.
- New equipment, movements, and disposals recorded within five working days.
- Annual asset verification supported and completed to timetable.
- License, warranty, and support contract records reviewed monthly, with no avoidable expiries missed.

Capital Projects Administration

- Project documents filed within three working days of receipt.
- Meeting actions issued within 48 hours.
- 100% of key project documents are saved in agreed locations.

Reporting and Data Management

- Monthly KPI reports issued by published deadlines.
- Management information produced at 98% accuracy or better.
- Routine data requests completed within three working days where information is readily available.

Team Work

- To work flexibly and collaboratively as part of a "One Team" culture, supporting colleagues across the College, including attendance at team meetings and other College meetings, as well as supporting open events

Communication / Documentation

- Communicate effectively and professionally across a wide range of audiences, contributing to a responsive and positive experience for learners, staff, visitors and stakeholders.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Engage proactively in the performance review process, contributing to the setting of the role specific objectives, supporting developmental planning and participating in regular review discussions to faster continuous improvement and alignment with college priorities.
- To make effective use of digital systems and technologies, embracing new ways of working and innovation where appropriate to the role.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Demonstrate a commitment to embed the FREDIE principles of Fairness, Respect, Equity, Diversity, Inclusion, and Engagement, contributing to building a truly inclusive culture and sense of belonging where everyone feels valued, respected, and able to participate.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values - Inclusive, Collaborative, Ambitious, Resilient, Empowerment (ICARE).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate actively in making the College a welcoming and inclusive environment in which to learn and work, contributing to a college culture which is consistent with our values.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges.
- Maintain vigilance regarding safeguarding concerns and report them in full compliance with the College's safeguarding procedures.
- Model appropriate professional boundaries and positive behaviour.
- Participate in mandatory Safeguarding, Prevent, and Health and Safety training and maintain up-to-date compliance through refresher sessions.
- Read and understand Part 1 of KCSIE (or Annex A where applicable) and refresh understanding annually when the guidance is updated each September.
- Contribute to maintaining a safe and welcoming environment for all Learners.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

*This Job Description and Person Specification is accurate as at **November 2026**. In consultation with the postholder, the College reserves the right to update, amend, or vary its content, to reflect changes to, or modernisation of, the role.*

Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Cert	Certificate
DBS	DBS Certificate
Po	Portfolio



PERSON SPECIFICATION

Estates and Digital Infrastructure Administrator

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	• Minimum of 2 GCSE's (A* - C, 9 – 4) or equivalent, including Maths and English or willingness to work towards.	A, I, Cert	• Minimum of 4 GCSE's (A* - C, 9 – 4) or equivalent.	A
Experience	• Administering a service team with proactive planning. • Maintaining records, databases and document systems. • Arranging meetings and taking minutes • Strong working knowledge of Microsoft Word, Excel, Outlook, Teams and SharePoint. • Accurate data entry and reporting skills.	A, I A, I A, I A A, I	• Experience in estates, facilities management, construction, compliance, health and safety or ICT administration. • Understanding of H&S and Building Maintenance legislation.	A, I A, I
Special Knowledge/ Skills/ Abilities	• Excellent customer service skills. • Qualified first aider or willing to become qualified within 3 months of appointment. • Ability to multitask and work under pressure. • Strong communication and prioritisation skills. • Commercial Awareness	A, I A, I, Cert I I I		
Disposition/ Attitude	• Demonstrable understanding of the College's values, and ability to apply them in practice, working flexible and collaboratively as part of a "One Team" culture. • Demonstrable positive	I		

	approach to Equality, Diversity & Inclusion, contributing to an inclusive culture and sense of belonging. • Resilience and adaptable in response to challenges and change.	A, I A, I		
Suitability to work with Children, Young People and Vulnerable Adults	• A commitment to Safeguarding and promoting the welfare of children, young people and vulnerable adults. • Understand the importance of maintaining confidentiality and appropriate professional boundaries with children, young people and vulnerable adults • Awareness of Safeguarding policies and procedures in an educational setting. • Ability to recognise and report safeguarding concerns in line with College procedures.	I, DBS I, R, DBS I, R I	• Training in Safeguarding, child protection or Prevent beyond mandatory induction • Familiarity with safeguarding legislation relevant to the education sector. • Awareness of Prevent duty	A, I, R I I

TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.

Conditions of Appointment

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

Pension Arrangements

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

Working Hours

The standard full-time working week for all staff is 37 hours.

Maternity, Paternity & Adoption

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

Sick Pay

The Company has a scheme of enhanced sickness benefits.

Training and Development

Stoke-on-Trent College is proud to have achieved the Investors in Diversity Silver Award, recognising our commitment to creating an inclusive and supportive working environment. We remain committed to the professional and personal development of all our employees, with individual training and development needs identified and supported through our Staff Check-In process.

Holidays

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and ample parking space is available on both sites, subject to availability at peak times.

Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

Location of Work

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

Equality of Opportunity

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.