



<b>Post</b>	Team Administrator – Property Department
<b>Reporting to</b>	Interim Head of Property
<b>Hours per week</b>	35 hours per week, Monday to Friday. Occasional evening work will be required.
<b>Period</b>	Permanent
<b>Salary</b>	£35,184 per annum
<b>Location</b>	Westway Trust, 1 Thorpe Close W10 5XL

The Westway Trust is a unique charity that stewards the resources of a 23-acre estate under the Westway A40. The Board of the Trust is led by local people and the Westway Trust now works together with the local community to enable North Kensington to thrive.

In 2021 a new plan was created for the organisation. This plan set a new vision, mission and values and the Trust now has a clear transformation programme to achieve social, environmental and economic wellbeing and justice. Our leadership team is testament to our values as we strive for excellence and to deliver our ambition we work with a whole range of stakeholders including around 80 Member Organisations. You can see the organisations plan at: [www.westway.org/about-us/horizon-plan/](http://www.westway.org/about-us/horizon-plan/)

We achieved well with our first Horizon Plan and we have just created a new one which sets out our direction to 2028. This will include a number of large refurbishment projects preparing for new buildings.

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 4 car parks, 34 offices, 32 shops, 2 entertainment venues, a Community Centre, and an Olympic-registered skate park. This role is critical to ensuring management of a vibrant, diverse and thriving estate.

We already receive more than one million visitors each year to the estate, and we want to expand the community, cultural, retail, sporting and enterprise opportunities here together with improvements to the public realm so that it is a place the tenants and community is proud of and even more visitors can enjoy.

#### **Job purpose**

The Property Team is responsible for Lettings, Leasing's, Facilities Management, Property Compliance, Estate development, our Green Spaces and Service Charges. The team supports our commitment to having constructive and beneficial engagement between the Westway Trust and the community.

The Team Administrator sits at the heart of the team support and is involved in all areas of the Property Team's work and programmes, supporting the Head of Property and Property Managers to ensure that the annual cycle of organisational requirements, in terms of administration are well planned, on track and delivered by the relevant part of the team. You will be part of the administration of the team, design and delivery and there will be plenty of opportunity for you to use your leadership skills and initiative.



The role would suit a highly organised and proactive individual who understands and appreciates the important positive impact efficient systems and planning has for a medium-sized organisation, who enjoys working collaboratively, and who is keen to gain experience in a hands-on, busy and ambitious organisation.

If you thrive in a dynamic and fast-paced environment, enjoy problem-solving, and committed to supporting the North Kensington community, this pivotal role is for you.

#### **Principal accountabilities**

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility as by the nature of this role, the Team Administrator will be expected to take ownership of the areas of accountability and develop the role in line with the needs of Westway Trust.

- Provide efficient and effective administrative support to the Head of Property and the Property Managers, including the scheduling of team meetings.
- Initial point of contact for enquiries to the Property team, including liaising with tenants, contractors and key partners and stakeholders
- Manage routine office duties such as invoice requests and expenses.
- Schedule in key team tasks within the peaks and troughs of the range of team activities.
- Schedule Committee Meetings and attend in the capacity of the minute taker. Work with the team to prepare and collate the papers. Follow-up on actions for timely reporting.
- You will ensure time is set aside by the whole team to meet organisational goals, such as performance reviews, work to achieve the organisation's annual audit, service charge reconciliation, and contractor reviews.
- Upkeep and maintenance of databases.
- You may be asked to commission regular cyclical reports from external providers and ensure they are delivered on time ready for upward reporting.
- You may be asked to organise emails, create presentations, and work within the teams filing system.
- You will receive reports from key team members and ensure they are ready to present through the Governance.
- You will co-ordinate and collage high level data collection provided by others for upward reporting.
- You will ensure key project information regarding estate development is circulated to the lettings and leasing side of the Property Team's operation. This may involve calling on others in the organisation to assist.
- You will nurture positive relationships and information flow within the team groupings.
- Carry out any other duties as may be reasonably required.

You are a key member of the Property Team and will be expected to demonstrate the Trusts Values and to work positively in accordance with the Trust's Equal Opportunities, Safeguarding, Health and Safety Policies.



### Person specification

The successful candidate will be an experienced and confident Administrator who is an efficient enthusiastic individual with a commitment to high standards. You will have strong people skills with the ability to drive work packages. You'll be comfortable in connecting with wider colleagues and able to listen and gather a range of source material and feed these back into the work of the Property Team.

In addition, we are looking for someone who can demonstrate:

#### Essential Skills and Experience

- Minimum 5 years' administration experience working on multiple work streams, in a busy office, with strong organisational and time management skills.
- Experience of designing and delivering high quality, proactive project administration.
- Experience of scheduling and dealing with Committees.
- Proficient IT skills, across Microsoft Office, databases, canva etc., and willing to learn new systems.
- Excellent written and verbal communication skills with the ability to create presentations and other communications.
- Experience of undertaking research.
- Experience of creating useful templates to support projects.
- Experience in prioritising competing demands and workloads.
- Experience of team-working and collaboration with an eye for detail.
- You will be assertive, able to use your own initiative and capable of managing upwards with tact.
- Understanding of Equalities, Diversity and Inclusion and commitment to working with and for diverse communities, equality of opportunity and anti-racism.

#### Desirable Skills and Experience

- Experience within any field of Property, Construction, or Estate Management
- A good understanding of the local area (North Kensington).

The ideal candidate will be able to demonstrate they can connect with the Trust's Values— Openness, Courage, Sustainability, Equity and Integrity — in their work and behaviours.