

Grounds Maintenance Office Administrator

Post number: ETC070

Date: October 2026

Service area: Parks & Open Spaces

Reports to: ECTC Finance Manager

Job profile

Purpose

To provide office management, administrative and compliance support for the Grounds Maintenance and Tree Services.

To take ownership of the bespoke Parks & Open Spaces operational management software platform, ensuring that information held within the system is accurate, current and reliable. The postholder will support compliance, asset management, scheduling, reporting, client records and operational administration across the platform's core areas of People, Equipment and Places.

The role acts as the day-to-day system administrator and main administrative contact for managers, field teams, contractors and external service providers, helping the service meet statutory, contractual and operational requirements through effective data management and timely reporting.

Dimensions

The post is based within Parks & Open Spaces and supports operational management across compliance, assets, people records, equipment, sites, client contracts, financial reporting and integrated data. The role works closely with the Operations Manager, Fleet Manager, Asset Manager, Health & Safety Officer, field supervisors, external contractors, training providers, inspection companies and software developers.

Main duties and responsibilities

1. Maintain accurate compliance records within the system, including training certificates, PPE records, operator licences, LOLER reports, COSHH assessments, risk assessments, HAVS records and contractor documentation.
2. Monitor expiry, renewal and action dates, raising timely alerts for overdue or upcoming compliance requirements and escalating risks to managers where required.
3. Upload, index, digitise and maintain documents and certificates, ensuring version control is applied and superseded documents are archived appropriately.
4. Maintain the operational and compliance calendar, including scheduled maintenance, training renewals, site inspections and contract visit obligations.
5. Support managers to ensure task frequencies, site schedules and resource requirements are accurately reflected in the system.
6. Act as the primary administrative point of contact for third-party contractors, training providers, maintenance suppliers and equipment suppliers, recording bookings, inspections and renewals.
7. Monitor supplier quotes, approved quotations, procurement records and associated financial information by asset, site or client.
8. Manage fault logs, defect reports, site inspection findings and outstanding maintenance or risk assessment actions, escalating unresolved issues and tracking completion.
9. Generate regular compliance, operational, financial, asset, client and management reports from the system, including client-facing reports where required.
10. Maintain accurate client records, contract information, billing references, site lists and contract performance indicators.
11. Maintain pricing structures, labour rates, contract rates and supplier pricing information within the system to support accurate reporting.
12. Monitor integrated data feeds including GPS or telematics, GIS boundary and spatial data, Ezeetreev records and stock inventory information, reporting discrepancies or failures to the relevant contact.

13. Manage user accounts, access permissions, role-based controls, dropdown lists, naming conventions, asset IDs and site registers.
14. Support system onboarding, provide guidance to internal users on correct data entry and escalate technical issues to the software developer as required.
15. Maintain tablet-based digital form templates used by field operatives, including pre-use checklists, site inspection forms and defect reporting forms.

The postholder will be expected to work independently, manage competing priorities, maintain a high level of accuracy and confidentiality, and communicate professionally with internal and external contacts.

Special conditions

The role is primarily office-based with occasional travel to operational sites as required. The postholder will be expected to complete an induction into the software platform and relevant operational procedures.

Ongoing training and support will be provided. The role requires regular use of IT systems and careful handling of operational, compliance, employee, contractor and client information.

Pre-employment checks

Pre-employment checks will be undertaken in line with policy and the requirements of the role. These are expected to include proof of right to work in the UK, and satisfactory references.

Business Travel

Business travel may be required on an occasional basis to attend operational sites, meetings, inspections or contractor appointments. The postholder must be able to travel as required to fulfil the duties of the role.

Person Specification

Essential Requirements

- ▶ Strong administrative and organisational skills, with excellent attention to detail.
- ▶ Proficiency in using database or management information systems; confident learning and navigating bespoke software.
- ▶ Ability to manage multiple concurrent workstreams, prioritise effectively, and meet deadlines.
- ▶ Good written and verbal communication skills, with the ability to liaise professionally with a range of internal and external contacts.
- ▶ Proficiency in Microsoft Office, particularly Excel, Word, and Outlook.
- ▶ Ability to work independently and use initiative to resolve problems and progress tasks without constant supervision.
- ▶ A methodical and systematic approach to data management and document control.

Desirable Requirements

- ▶ Previous experience in a compliance, asset management, facilities, or grounds maintenance administration role.
- ▶ Familiarity with H&S compliance requirements relevant to outdoor or maintenance operations, such as LOLER, COSHH, HAVS, PPE regulations, or risk assessment management.
- ▶ Experience of working with document management systems, asset registers, or compliance tracking tools.
- ▶ Experience of preparing reports for management, clients, or auditors.
- ▶ An understanding of contract management and client service delivery in an operational environment.
- ▶ Experience coordinating with third-party contractors or service providers.
- ▶ Familiarity with GIS platforms, telematics systems, or arboriculture management tools (e.g. Ezeetreev) would be advantageous.

Working Arrangements & Additional Information

- ▶ The role is primarily office-based, with occasional travel to operational sites as required.
- ▶ The post-holder will work closely with the Operations Manager, Fleet Manager, Asset Manager, Health & Safety Officer, and field team supervisors.
- ▶ The successful candidate will be expected to complete a period of induction into the software platform and the organisation's operational procedures.
- ▶ Ongoing training and support will be provided.