



JOB DESCRIPTION

Estate Office Administrator

ACCOUNTABLE TO: Estate & Finance Directors
LOCATION: MacLeod Estate Office, Dunvegan, Isle of Skye IV55 8WF

JOB SUMMARY:

- Working in the busy MacLeod Estate office hub, act as an ambassador for the estate by handling all internal and external communications in a timely and professional manner at all times.
- Responsible for the administration of the MacLeod Estate office and reception.
- Standard office reception duties including checking voicemail, answering emails and social media enquires promptly, welcoming visitors, dealing with deliveries, and sorting the post.
- HR and recruitment.
- IT support co-ordinator responsible for estate office hardware, IT systems including the ethernet phone system and the auto archiving system.
- Provide administrative support services to each dept.
- Groups Bookings co-ordinator and Friends of Dunvegan database administrator.
- Website administrator and Social Media Co-ordinator.
- Key-holder and responder to Fire, Security & Intruder alarm activations.
- Health & Safety admin support.

Estate Office Reception & Administration

- As the first point of contact at the estate office, respond to all internal and external queries to ensure a high level of customer service and that estate operations run efficiently.
- Facilitate the smooth running of the estate office hub by dealing with requests from other departments and visitor enquiries in an efficient and professional manner, ensuring that key information is relayed to the relevant dept. or person in a timely manner.
- Provide a friendly high standard of verbal and written communication at all levels both within the MacLeod Estate and externally.
- Assist with the administration of Group Bookings, ensuring that enquires and/or booking schedules are relayed to the relevant HOD(s).
- Assist with general wedding, events and media enquiries. Relay correspondence to the relevant HOD.
- Oversee the renewal of the Dunvegan Castle's public entertainment license, and any other statutory licensing or regulatory requirements.

- Administrator of the Friends of Dunvegan scheme, assisting the relevant HOD to ensure regular posts and the annual newsletter are dispatched to Friends of Dunvegan via Mailchimp, our website and social media feeds.
- Providing admin and secretarial support to the Estate and Finance Directors (ED/FD), and other HODs on an ad-hoc basis.
- Take minutes of the monthly HOD meetings and distribute to all HODs in a timely manner.
- Ingather all the monthly management reports (MMRs) from the HODs and distribute to the Estate & Finance Directors by the second week of the following month.
- Responsible for the administration of info@dunvegancastle.com, jobs@dunvegancastle.com and groups@dunvegancastle.com email correspondence, responding to enquiries in a timely and efficient manner.
- Ensure that all estate policies, contracts, job descriptions and other documentation are kept up to date and saved on shared docs and displayed/uploaded where necessary.
- On call duty key-holder on some weekends during the open season based on a rota system.
- Assist the HODS with seasonal recruitment with responsibility to post recruitment adverts on dunvegancastle.com and all the other recruitment websites the estate employs.
- Review and forward job applicants to the relevant HODs/depts and schedule off and online interviews.
- File HR records, seasonal employment contracts and undertake annual updates of the staff handbook and induction packs.
- Assist the Estate Director with bi-annual reviews of employment contracts to ensure they are compliant with any new legislation.
- Review and update the staff handbook, order staff uniforms and branded name badges, assist with staff training and the distribution of updated staff induction packs for the annual staff induction day. Assist with organising the annual end of season staff party.
- Responsible for the administration of the MacLeod Estate vehicle policy and related documentation including arranging MOT's and road tax, insurance etc. for all estate vehicles, plant and machinery.
- Oversee the annual review and update of the MacLeod Estate's Health & Safety policy and risk assessments. Assist the Appointed Competent Person (FD) with relevant H&S documentation and notices across all estate departments collating Risk Assessments and certificates etc from HODs. Distribution of insurance and statutory public notices across the estate.
- Provide a discreet administration service to the Estate Director (ED), including dealing with incoming post, letters and external email and travel arrangements. Any correspondence marked Personal and/or P&C is not to be opened, and should be directed to the ED.
- Oversee business to business, marketing, and other estate databases in accordance with GDPR legislation.
- Ensure all email and social media autoresponders are functional and up to date.
- Assist HODs with orders such new or replacement estate signage, stationery and estate supplies as and when required.
- Assist HODs with ad hoc tasks and projects as requested.

Other

- Be accountable for their own H&S and development by seeking out opportunities to learn new skills, and to be a proactive member of the team.
- Situations may arise that require the post holder to perform other duties and/or tasks that are outwith this job description as may be reasonably requested by the MacLeod Estate.