



The Grimsby Pastures for the Benefit of the Enrolled Freemen of Grimsby

Charity registration: 219207 (The Pastures Committee of the Enrolled Freemen of Grimsby)

Post Title	Operations Coordinator, Estates and Freemen
Location	Site based in Grimsby: The Hub, Freeman Street Market, Visiting our wider estates (As required) – Grimsby
Salary	£15.05 per hour
Hours	25.5 hours per week: <ul style="list-style-type: none">• Working days to be agreed• Additional hours must be preauthorised• Available for emergency call out
Holidays	Pro rata of 25 days per year plus pro rata bank holidays
Tenure	Permanent
Reports to	Clerk to the Enrolled Freemen of Grimsby

Our Vision: *“To achieve robust and sustainable management, ensure financial health, foster development, and enhance community engagement of the Freemen’s estates”.*

Purpose of post: Support the sustainability and growth of the Enrolled Freemen of Grimsby through effective estate management, financial stabilisation, income generation, and engagement. Focus on property improvements and climate mitigation. Aid in growing membership and engaging with the public through various projects.

Main duties: Coordinate estate operations, customer service, ground rents and arrears, project facilitation, tenant liaison, data input, administration, and act as a deputy clerk. Liaise with estate agents, surveyors and solicitors, and support membership and Freemen projects.

Key Responsibilities:

- Provide administrative support to the Clerk and trustees.
- Support operational practices and aid in the estate’s strategic plan development and implementation.
- Facilitate, estate operations, customer service, ground rents and arrears, projects, tenant liaison, software input, administration, and act as a deputy clerk.
- Liaise with estate agents and solicitors to ensure smooth operations and support membership and heritage projects.

The role is employed by the charity but also involves duties related to its subsidiary, the Pastures Development Company.

Responsibilities:

- **Customer Service:** Provide excellent customer service to tenants and stakeholders, addressing inquiries and resolving issues promptly.
- **Ground rent and arrears Management:** Monitor and manage rent arrears, implementing strategies to reduce outstanding balances.
- **Project facilitation:** support and coordinate estate-related projects, to ensure they are completed on time and within budget.



- **Tenant Liaison:** Act as a main point of contact for tenants, facilitating communication and addressing their needs and concerns.
- **Software Input:** Maintain accurate records and input data into relevant software systems.
- **Administration:** Perform general administrative duties, including filing, development and maintenance of office systems, document preparation, and correspondence. Support the implementation of online systems and utilise as required (training will be provided)
- **Deputy Clerk:** Assist the clerk with duties as required, including minute-taking and meeting preparation, assist in the implementation of the charities governance and compliance .
- **Liaison and engagement with all stakeholders:** Efficiently and effectively coordinate with estate agents and solicitors to track property transactions. Liaise with leaseholders, tenants, customers, visitors, and public on a daily basis to resolve challenges and issues and build on compliments or positive outcomes.
- **Freemen Membership Support:** Support and engage with Enrolled Freemen members, ensuring their needs are met, engaging new members, development of engagement mechanisms and fostering a strong community.
- **Wider Projects:** Support Enrolled Freemen projects, contribute to the preservation and promotion of heritage initiative is and support the promotion of the other interests of the Enrolled Freemen of Grimsby as they arise.
- **Peer Support:** support the Enrolled Freemen Apprentice/s as required
- **Other:**
 - Support the development and implementation of policies and procedures across all the Enrolled Freemen’s activities and undertake all tasks in accordance with them.
 - Follow Enrolled Freemen financial procedures to the highest standard across all our interests, adhering to financial policies and procedures.
 - Contribute to the design and production of promotional materials
 - Respond to reasonable requests from other staff, managers, and trustees positively; collaborate positively with other team members in aspects of each other’s work, as areas of work overlap.
 - To always act as an efficient, effective, administrator and customer service professional for the Enrolled Freemen of Grimsby.
 - Any other duties or responsibilities commensurate with the post as may be required
 - At all times positively represent the interests and reputation of the Enrolled Freemen of Grimsby.



Person Specification:

	Essential or Desirable	How assessed A=Application Form, I = Interview
Business Administration Qualification Level 3 or above, or minimum 4 years' experience.	E	A
Customer Service Qualification Level 3 / above / minimum 4 years' experience.	E	A
A knowledge of property management / property law and regulations / a willingness to learn	E	A / I
Experience in estate management or related field	D	A
Prince 2 Project Management / equivalent / 3 years' experience in project management	D	A
Health and Safety – IOSH Managing Safely / equivalent / willingness to undertake	D	A
Ability to communicate and focus effectively on the needs of the leaseholders, tenants, professionals we engage and the public – we regard all stakeholders as customers.	E	I
Experience of using accounting software / willingness to learn	E	A / I
Accounting qualification	D	A
Knowledge of governance and compliance	D	A/I
Strong interpersonal skills and commitment to customer service skills - verbal, non-verbal and written.	E	A / I
Ability to be self-motivated, flexible, and innovative.	E	A / I
Proficient in common Microsoft applications	E	A / I
Commitment to equality and diversity principles	E	A / I
Organisational skills – prioritising and completing work efficiently and effectively	E	I
Ability to manage complex information effectively	E	I
High standard of accuracy with attention to detail	E	I
Experienced in working and collaborating positively.	E	I
Experience of adhering to and implementing procedures and policies	E	A / I

Employee:

I agree to the above job description and acknowledge receipt of the information.

Print Name:.....

Signature:.....

Date:.....