

Role: Estates Administrator	Department: Conservation & Policy
Reports to: Head of National Estates	Pay Grade: Grade 2 - £28,562 per annum
Location: Broadstone Building, 50 South Gyle Crescent, Edinburgh EH12 9LD	Type of Contract: Permanent. Full-Time, 40 Hours Per Week
Terms and conditions <i>The post is subject to the standard terms and conditions provided with the application pack.</i>	

PURPOSE OF THE ROLE

Contribute to the smooth running of the National Estate department, through the provision of wide and varied administrative support. Acting as the first point of contact for internal and external enquiries, communicating effectively and efficiently to manage enquiries, follow up progress and keep the enquiring party informed throughout the process. Support to the wider National Trust for Scotland team as required.

KEY RESPONSIBILITIES

The Key Purpose of the role will be met by:

- Based at NTS Central Office acting as the first point of contact for enquires to the team including, telephone calls, walk-up enquiries and hard and electronic mail.
- Providing a link between Regional Management, Estate Surveyors and the residential, agricultural and commercial tenants as required, to help address queries and issues raised and providing guidance to ensure issues are timeously dealt with.
- Working closely with the Head of National Estates to ensure the efficient operation of the team, including organising and recording team meetings, weekly reporting, expense claims and holiday management.
- Support to the Property Database Officer in the management of the property information databases, which record all Trust property interests, including owned and leased property, conservation agreements, burdens and wayleaves.
- Communicating effectively with the three Estate Surveyors based centrally and regionally to provide administration support as required.
- Back up support to GIS (mapping) Officer as necessary.
- Liaising with the NTS Finance Team to operate an efficient purchase ledger system for the National Estate Management team to handle the internal purchase order process.
- Coordinating and recording volunteer support to the department.
- Supporting the Property Database Officer with maintaining and validating records of all Business Rates, Council Tax, Sporting Rates and Water Charges records.
- Assisting with managing lettings enquiries and lettings management as required, directing enquiries to the most appropriate person.
- Maintaining up to date hard copy and electronic filing systems. Working to digitise key information where possible and recording within asset management database.

Archiving out of date information and ensuring compliance with General Data Protection Regulations.

- Working closely with the Building Surveying Administrator in relation to the management of compliance, repair and maintenance works and in particular record keeping.
- Working with the Property Database Officer as an additional point of contact for any agricultural, commercial or residential matters.

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

SCOPE OF ROLE

People Management

No line management responsibility but regular contact with other colleagues / volunteers / general public / tenants / public sector workers.

Financial Management

- Not a budget holder but responsibility for maintaining accurate financial information systems, and also responsible to the National Estate Manager for budget management in relation to the NEM budgets.
- Will process financial transactions (eg purchase ordering, invoicing) on a regular basis using an IT based finance package and comply with all training requirements thereof.

SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential:

- Excellent communication skills to a wide variety of audiences;
- Excellent time management and organisational skills: able to multi-task and juggle priorities to ensure they are met;
- Financial purchase ledger experience and ability to pick up and utilise electronic financial management software packages;
- Experience interacting with internal/external customers;
- A methodical, rigorous approach with an eye for detail and accuracy;
- A flexible attitude with an ability to prioritise and re-prioritise workload in the face of changing demands;
- Excellent IT skills (including Microsoft Office software package);
- Good reporting skills;
- Team worker but with ability to work on own initiative to manage own projects.

Desirable:

- Sound experience as a property portfolio administrator;
- Previous experience working with property asset management (urban or rural) and a general interest in and understanding of property management within a large and varied property portfolio;
- Empathy for the work of the National Trust for Scotland.

- Experience with using Geographic Information Systems.

The Key Responsibilities, Scope of Role, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Friday 26th June 2026.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "Estates Administrator - NTS"