**Job Description**

**Main Purpose of Job:**

Support the Support and Work Control Team Lead in the form of data administration to the Council’s Property and Place Service area, who are responsible for the day-to-day management of the Council’s non-housing property estate.

Provide support to the development and implementation of improvements to software and Asset and deliver a high-quality support service.

Provide an efficient support service to the wider teams within Property & Place service area.

Provide project support services, so that transformation work is effectively carried out and delivered in accordance with the Council’s project management framework.

To carry out a range of functions selected from the key responsibilities, under instruction having regard to the qualifications held and experience incurred to date.

Act as a ‘change agent’ fostering a culture of continuous improvement and service excellence.

**Our Values**

You will be expected to work in line with our values which are:

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| **Proud** - Believing in who we are, what we do and where we live |
| **Dynamic** - Transforming the future with you in mind |
| **Truthful** - Honest and clear in all we do |
| **Good Value** - Delivering outstanding services, smartly & economically |
| **United** - Whoever we work with, we work as one team |

**Key Responsibilities:**

**Property and Place Support**

1. To provide support to the wider Property and Place team with the following activities

* Handling the wider team’s general enquiries by phone
* Be responsible for the central departmental mailboxes and replying to emails within the agreed department standard.
* Assist the Support and Works Control Team Lead with the production of reports and presentations required by the team.
* Assist with the responsive repair requests coming into the department and allocation of works to the relevant members of the team.
* Managing general ICT, FM and stationary requirements for the department
* Assisting with general invoicing (raising purchase orders and ensuring payment of invoices by Finance) and other financial requirements for the department.
* Assisting with the on-boarding and departure of staff
* Assist the Support and Works Control Team Lead in the ongoing review of and improvements to practices, processes and outcomes of the service
* Assist with the ongoing programme of internal continual professional development to ensure all staff in the team have access to appropriate and relevant training to deliver a better service, and to maintain records as required.

**ICT Systems and Websites**

1. To support the Operational Lead – Property Data, Contracts and Support with projects relating to the introduction of new ICT systems, make processes more efficient and enable the production of higher quality management information. Likely to involve some of the following activities:-
   * Initial familiarisation with relevant property data systems and responsibility for ongoing maintenance of elements of property data, systems to include;
     1. Uniform
     2. Building Services FM Management System
     3. Electronic Document Management System
   * Collation of information (reports, certificates, leases etc) for storage in the electronic document management system (EDMS)

**Transformation Project Support**

1. To provide support to the Property and Place improvement programme.
2. Assist the Support and Works Control Team Lead with the Property Management System, and supporting processes, logging and analysing information on the progress of the programmes, using Excel and other IT information systems, and prepare progress reports.

**General**

1. To support the Property and Place department in relation to general estates matters including site visits, meter readings, tenant liaison and property inspections.
2. Manage confidential data in line with GDPR legislation.
3. To assist on Service area team building activities – organising and co-ordinating events.
4. To assist with sourcing and ordering of products/services, ensuring the Council’s Procurement requirements are adhered to.
5. To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.
6. To promote and adhere to the workplace values of our organisations.

**Line Manager: Support and Works Control Team Lead**

Note: This is a description of the job as it is constituted at (October 2020) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder**Personal Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Previous relevant experience in a similar client side role. * Must have experience in dealing with clients at establishment head level. * Experience in working to agreed targets within a commercial environment. * Practical experience in dealing with a variety of property issues covering the main tasks and accountabilities. * A general understanding of the different types of property ownership and the responsibilities attaching to each. * Relevant administrative experience in a busy office environment. | * Previous experience of working for a property team |
| **Skills and Abilities:** | * Excellent communication and interpersonal skills and the ability to work co-operatively with colleagues at all levels with confidence, diplomacy and tact. * Ability to work under pressure and meet deadlines – e.g., adhere to recruitment and payroll deadlines. * Able to prioritise own workload to meet changing and dynamic programme deadlines. * Excellent organisational skills with ability to manage. changing and sometimes conflicting priorities. * Ability to promote positive communication across the organisation. * Self motivated with the ability to enthuse and motivate others. * Proficient in the use of project management and data analytical tools. * Ability to use and act on initiative, with confidence to challenge when appropriate. * Ability to compile and analyse statistical information. * Ability to observe strict confidentiality at all times in accordance with data protection guidelines. * Strong attention to detail and accuracy. * Able to and committed to working as part of the team. * Creativity – to identify improvements and design skills * Excellent IT skills including:   + word processing (preferably MS Word)   + spreadsheets (preferably MS Excel)   + e-mail/internet   + Bepoke property systems (subject to training) * Numeracy – able to record numerical data and perform basic arithmetical functions. |  |
| **Education and Training** | * A level/NVQ 3 equivalent in Business Administration or project management | * Project Management qualification/training. * PRINCE2 qualified. * Microsoft Office qualifications |
| **Values:**  Ability to demonstrate an understanding and apply our values which are embedded in all our roles. | **Proud** - Believing in who we are, what we do and where we live | |
| **Dynamic** - Transforming the future with you in mind | |
| **Truthful** - Honest and clear in all we do | |
| **Good Value** - Delivering outstanding services, smartly & economically | |
| **United** - Whoever we work with, we work as one team | |
| **Other Requirements** | * A commitment to own development and to supporting training and development initiatives. * To promote and adhere to the workplace values of our organisation. * Must be mobile / have access to a car to attend site visits at other sites / locations within the district as and when required. |  |