

Northumberland County Council
JOB DESCRIPTION

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| Post Title: Property Management Assistant | | Director/Service/Sector: Property Services | | Office Use |
| Band: 4 | | Workplace: | | JE ref: 3196 |
| Responsible to: Contracts Manager | | Date: | Manager Lever: | HRMS ref: |
| Job Purpose: P provide effective support for Corporate Property Services including the operation of a customer facing technical help desk. | | | | |
| Resources | Staff | Assist in the day to day training & management of apprentices and other work experience trainees | | |
| | Finance | Shared responsibility for raising orders, receipting and processing invoices in a particular area of work using the relevant corporate and specialist systems (e.g. e-business, K2 etc.). Authority to approve purchase orders up to the the limit of £2k | | |
| | Physical | Under the direction of Supervisor maintain and operate key corporate information systems, ensuring careful use of allocated resources and equipment. Responsible for the development of spreadsheets and database systems for internal and external use. | | |
| | Clients | School and County Council Staff and Managers,front office services, suppliers and contractors | | |
| Duties and key result areas: <div><div>1. Assist in the delivery of Corporate Property Services by undertaking a full range of administrative tasks, back-office functions and maintenance of corporate information systems.</div><div>2. Responsible for the Planned preventative maintenance (PPMR) monthly reports - Gas & Legionella.</div><div>3. Responsible for managing the Active Northumberland repairs & maintenance account .</div><div>4. Attend site meetings with contractors & utility companies and provide accurate feedback to Capital Delivery Manager and the Repairs Contract Manager.</div><div>5. Schedule work of skilled trade operatives.</div><div>6. Provide an efficient and courteous technical property helpdesk service to Schools and County Council building users.</div><div>7. Use specialist software to process reports of building defects, work requests and other service requests and enquiries. Decide upon course of action to be taken. Resolve non-routine queries and problems. Monitor progress to closure of calls.</div><div>8. Using knowledge of building, electrical and mechanical repairs allocate appropriate contractors response times and calculate an estimated cost of work.</div><div>9. Call out and give instructions to appropriate Contractors to action repairs including the allocation of response times.</div><div>10. Ensure work requests are allocated to the correct budget.</div><div>11. Issue financial statements to customers and resolve budget queries.</div><div>12. Provide support to Engineering staff in the set up and monitoring of statutory and planned maintenance contracts, liaising and co-ordinating as required with Engineers and contractors. Ensure appropriate information systems are maintained to required standards.</div><div>13. Respond to more complex enquiries both verbally and in writing.</div><div>14. Maintain information and document management systems to ensure accessibility, accuracy and security of data.</div><div>15. Create requisitions and invoices in compliance with financial regulations using corporate financial systems. Process accounts for payment, reconcile errors and omissions and liaise with suppliers as necessary.</div><div>16. In conjunction with senior colleagues, actively contribute to continuous improvement of the service.</div></div> <div>Adopt effective and constructive relationships with colleagues and external contacts, in order to promote effective partnership arrangements, for the delivery of high quality services.</div> <div>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</div> | | | | |
| Work Arrangements | | | | |
| Physical requirements: Transport requirements: | | | Activities normally undertaken in a seated position with some walking, bending or stretching and lifting. Mainly based at Cowley Road Depot Blyth. Travel between | |

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| Working patterns: | locations will be required to attend contractor site meetings, utility company management meetings etc.. Flexible working hours may apply subject to adequate cover being available for the Property Help Desk. Participation in a cover rota for the Help Desk will be required. |
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Northumberland County Council
PERSON SPECIFICATION

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| Post Title: Property Management Assistant | Director/Service/Sector: Place Directorate, Business Support | Ref: 3350 |
| Essential | Desirable | Assess by |
| Qualifications and Knowledge | | |
| NVQ level 3 or equivalent in Administration Good standard of general education with evidence of competence in literacy and numeracy. Good working knowledge of Google and Microsoft Office software applications particularly spreadsheets and databases | An appreciation of the practical issues relating to the delivery of Property Services in Local government. | |
| Experience | | |
| Considerable experience in a similar role covering a broad range of support tasks and procedures. Experienced in the use of Google and Office software applications particularly spreadsheets and databases. Considerable experience of working with specialist property related software. | Experience of using Oracle ebusiness applications. Recent experience in a business support role, in a relevant context and service. | |
| Skills and competencies | | |
| Ability to use ITC equipment and Office software to achieve work objectives. Numerate and able to analyse business related statistics. Ability to work as part of a team. Excellent communication skills Works in a systematic and orderly manner and able to use own initiative to resolve problems without regular recourse to manager. Ability to organise self and work without constant supervision. Writes clearly and succinctly | | |
| Physical, mental and emotional demands | | |
| Normally works from a seated position with some need to walk, bend or carry items. Some contact with public/clients in dispute/negotiation with the County Council. Some exposure to difficult situations involving customer complaints and disputes. | | |
| Motivation | | |
| Dependable, reliable and a good timekeeper. Displays and encourages high standards of honesty, integrity, openness and respect for others. Proactive and achievement orientated. Able to work with a mentor but with only general direct supervision. Works collaboratively and adapts to change by adopting a flexible and cooperative attitude. | | |

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| Other | | |
| Flexible approach to the demands of the role. | | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits