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| **Job Description** |
| **Post title** | Property Support Officer |
| **JE Reference No** | N9470 |
| **Grade** | 5 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing – Business Durham |
| **Reporting to** | Property Area Manager/Assistant Property Manager |
| **Location** | Your normal place of work will be as mentioned in advert but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

This post involves the provision of technical and administrative services to support the operation and management and of the Council’s commercial and industrial properties managed by Business Durham.

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| **Duties and responsibilities** |

To undertake other duties and responsibilities that are commensurate with the level of the post. This job description contains the main accountabilities of the post and does not describe in detail all the duties required.

## To support all aspects of the operation and management of the Business Durham property portfolio and supporting services.

## To provide appropriate information and support to enquiries received for property managed by Business Durham.

## To arrange and attend viewings, lettings, handovers, condition and dilapidation surveys and testing of any property managed by Business Durham.

## To manage and maintain appropriate tenant and property data and records relating to enquiries, viewings, lettings and vacates of any property managed by Business Durham, including use of CRM and service website.

## Assisting with the administering of budgets relating to the operation and maintenance of any of the business properties.

## Assisting with the review or renewal of service and maintenance contracts essential to the proper running of the business properties, including administration of utility contracts and invoices.

* Reporting and managing property repairs via the Council’s Property help desk (PHD)
* Working with other Council services to ensure all statutory obligations and Council Policies relevant to the business properties, including Business Centres are adhered to.
* Help maintain the general condition of the properties and industrial estates
* Costing and ordering of consumables and maintenance requests including inputting of Purchase Orders on to the Council’s financial system and Property Help Desk.
* Developing good working relationships with tenants of the business properties, including the provision of suitable advice and assistance in order to assist them with the start-up and/or growth of their businesses within the competences of the postholder.
* To provide general administrative and related support services to the service.
* To assist the work of other members of Business Durham section at a level commensurate with the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 in Business Administration or equivalent

OR* substantial practical experience relevant to the post.
 | * Ability to drive, or access to mobility support.
* RSA 2 Word processing or equivalent.
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| Experience | * Understanding and operation of office systems and procedures.
* Practical experience of relevant office administration and support services.
* Experience of customer support services.
 | * Estate or commercial facilities management.
* Understanding of the issues facing businesses.
* Implementation of quality systems and procedures.
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| Skills & Knowledge | * Promotional and customer service skills.
* Communication, interpersonal and presentational skills.
* Negotiation skills.
* Organisational skills.
* Administrative skills (including spreadsheet and database).
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| Personal Qualities | * Self-motivated, confident and friendly manner.
* An ambition to help organisations to achieve performance improvements.
* Willingness to adopt a flexible approach to working, working on own initiative and as a team player.
* Commitment to customer care.
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