

Northumberland County Council
JOB DESCRIPTION

Post Title: Property Management Assistant		Director/Service/Sector: Property Services		Office Use JE ref: 3660 HRMS ref:
Band: 4		Workplace:		
Responsible to: Senior Statutory Maintenance Officer (Compliance, Client & Support Services)		Date:	Manager Level: 8	
Job Purpose: To 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 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.).		
	Physical	Under the direction of Supervisor maintain and operate key corporate information systems, ensuring careful use of allocated resources and equipment.		
	Clients	School and County Council Staff and Managers and front office services and suppliers		
Duties and key result areas: <ol style="list-style-type: none">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.2. 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.3. Using knowledge of building, electrical and mechanical information to give instructions to appropriate Contractors to action minor repairs and defects that arise from statutory maintenance service visits. Allocate correct response times and budget commitment to the correct cost centre as appropriate.4. Ensure all work instructions for contractors are allocated to the correct budget, using the correct costcodes.5. Issue financial statements, including revenue commitment reports to customers and resolve any budget queries.6. 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.7. Respond to more complex enquiries both verbally and in writing.8. Maintain information and document management systems to ensure accessibility, accuracy and security of data.9. 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.10. In conjunction with senior colleagues, actively contribute to continuous improvement of the service.11. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote effective partnership arrangements, for the delivery of high quality services.12. Research and collate the necessary data to measure Key Performance Indicators for the relevant statutory maintenance contracts.13. Liaise with Contractors to ensure the smooth and accurate interchange of information. Educate contractors in the use of NCC systems used for the upload of contractor supplied data.14. Meet with Contractors to discuss progress, targets, work schedules and performance inc. financial performance15. Contribute to the annual Service Level Agreement renewal process.16. Calculate and compile costings for individual Service Level Agreements including the calculation of fee income.17. Prepare Service Level agreement documentation for schools, including accurate service contracts applicable to the site, annual costs, expected planned dates and frequency of visits.18. Administer & coordinate changes to Service Level Agreements with school and other customers. Liaise and negotiate with customers to ensure they are aware of the services offered and to ensure maximum uptake.19. Deal with the more complex financial and operational queries from customers and ensure a prompt response.				

20. Assist in the tender process for property services and statutory maintenance contracts, including assisting engineers with work schedules and asset data.
21. Raise invoices and issue associated contractual documentation to clients and other service areas, process payments and manage debt recovery all in accordance with financial regulations.

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.

Work Arrangements

Physical requirements: Transport requirements: Working patterns:	Activities normally undertaken in a seated position with some walking, bending or stretching and lifting. Mainly based at County hall, Travel between locations may be required. 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

Post Title: Property Management Assistant	Director/Service/Sector: Place Directorate, Business Support	Ref: 3660
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 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 procedure. 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 methodically, accurately and systematically. Ability to work as part of a team. Excellent communications skills. Works in a systematic and orderly manner and able to use own initiative to resolve problems without regular recourse to manager. Writes clearly and succinctly		

Physical, mental and emotional demands		
Normally works from a seated position with some need to walk, bend or carry items.		
Need to maintain general awareness, with lengthy periods of enhanced concentration.		
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.		
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