Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Property Management Assistant | **Director/Service/Sector: Property Services**  | **Office Use** |
| **Band: 3** | **Workplace:**  | JE ref: 3196HRMS ref: |
| **Responsible to:** Senior Property Management Assistant / Statutory Maint. Information Officer. | **Date:**  | **Manager Level:**  |
| **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:**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. Provide an efficient and courteous technical property helpdesk service to Schools and County Council building users.
3. 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.
4. Using knowledge of building, electrical and mechanical repairs allocate appropriate contractors response times and calculate an estimated cost of work.
5. Call out and give instructions to appropriate Contractors to action repairs including the allocation of response times.
6. Ensure work requests are allocated to the correct budget.
7. Issue financial statements to customers and resolve budget queries.
8. 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.
9. Respond to more complex enquiries both verbally and in writing.
10. Maintain information and document management systems to ensure accessibility, accuracy and security of data.
11. 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.
12. In conjunction with senior colleagues, actively contribute to continuous improvement of the service.
13. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote effective partnership arrangements, for the delivery of high quality services.

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. |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:**  Support Assistant | **Director/Service/Sector:** Place Directorate, BusinessSupport | Ref: 3196 |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** |
| Good standard of general education with evidence of competence in literacy and numeracy.Good working knowledge of Office software applications particularly spreadsheets and databases | NVQ level 2 or equivalent in AdministrationAn 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 and use of Office software applications particularly spreadsheets and databases. | 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.Strong communications skills.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.Need to maintain general awareness, with lengthy periods of enhanced concentration.Some contact with public/clients in dispute/negotiation with the County Council. |  |  |
| **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