



JOB DESCRIPTION

Job Title:	Property Support Officer	Job Number: (Official use ONLY)	
Department / Service:	Property & Growth	Main location: (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough GU14 7JU
Hours of Work:	37 hours (flexible working pattern to be agreed)	Post Restrictions: (e.g. politically restricted and/or sensitive)	Yes
Grade & Salary Band: (where appropriate)	Grade 3 - £28,153 - £33,693 (pro rata for part time hours)	Regulated Activity: (i.e. DBS check required)	No
Job Purpose: (i.e. Context & summary of why the role exists)	To provide effective administrative, financial, and operational support to the Property and Estates Team.		

Main Duties

1	Administrate postal and email inboxes as well as incoming phone calls for the Property and Estates Team, forwarding (including scanning postal documents) to relevant team members and responding where appropriate.
2	Provide general administrative support for the Property and Estates Team, as well as some specific administrative tasks for the Corporate Property Manager.
3	Provide financial administrative support to the team including raising Quotation requests, Purchase Orders, Invoices for goods and services provided, Coding of invoices for goods and services received (including utility bills), approving goods receipts, investigate unpaid invoices (both raised and received).
4	Monitor budgets and provide figures to colleagues and/or managing and investment agents when required. Assist with year end and periodic reporting including creditors and debtors' lists.
5	Monitor and update the property management system; Concerto and the financial system; Integra, on a daily basis. Training and support will be provided.
6	Organise repairs, maintenance and remedial works with contractors and ensure statutory paperwork is obtained.
7	Liaise with internal and external stakeholders including other Council departments, utility companies, contractors, and tenants. Typically to arrange access for works or meter reads.
9	Assist with contract monitoring, including KPIs
10	Occasional site inspections to take meter readings, meet with tenants and provide access to contractors.

Staff Reports & Responsibilities

Direct Reports	Job N ^o	Title	Grade	Level of mentoring, supervision, and/or responsibilities
Responsible to		The Property and Estates – Compliance and Facilities Manager.	6	

Other Responsibilities/Accountabilities

1	Actively promote and model the council's values and behaviours.
2	Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.
3	Ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and current legislation, including that covering data protection, health and safety, safeguarding children, vulnerable adults and equalities.
4	Undertake any other duties that are commensurate with the requirements of the post.

PERSON SPECIFICATION

Knowledge, Experience & Technical Competencies

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Experience of working in a busy office environment	E	A
Computer literate with appropriate word processing and spreadsheet skills.	E	A/I
Experience of property management	D	A/I
Experience of database management and inputting	E	A/I

Qualifications and Training

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
A good level of education, ideally up to A-level standard or equivalent.	D	A

Interpersonal & Communication Skills and Core Behaviours

Skills, Abilities, Qualities & Attributes	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Ability to work from own initiative as well as following instructions	E	A/I
Team player and enjoys working with people	E	A/I
Good written, verbal and telephone skills	E	A/I
Good customer care skills.	E	A/I

Takes pride in their work.	E	A/I
Eager and enthusiastic to learn and develop.	E	A/I
A can-do approach to tasks and problem solving	E	A/I

Physical Skills

Skills, Abilities, Qualities & Attributes	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Ability to drive and use of a car	E	A