

# JOB DESCRIPTION



## **Administration Officer - Property (Post 1820, 2385)**

### **Service Area**

Property Services

### **Manager/Team Leader**

Property Services - Team Leader

### **Direct reports**

N/A

### **Total Managed**

N/A

### **Purpose of the Role**

To provide administrative support to the Asset and Property Programme Manager and Assets Team Leader in respect of the Council's measured term contracts. Responsible for allocating scheduled/reactive maintenance works on all council property assets and managing the Help Desk work tasks for the in house maintenance team. Liaising and instructing approved contractors to complete requested works and servicing schedules. To be the initial point of contact for Members, public and NNDC tenants for all enquiries relating to NNDC assets.

### **Key Result Areas**

1. Responsible for reports, queries and complaints via email and telephone relating to NNDC assets.
2. To support the administration of the all measured term contracts, raising orders, minute taking and processing invoices for payment.
3. Responsible for raising orders and liaising with contractors and suppliers to ensure works are completed within time frames and processing invoices on completion for payment.
4. To have a full understanding and knowledge of all operational procedures at NNDC assets regarding annual servicing schedules, alarm systems and general everyday operations including heating systems / alarms etc.
5. To take the lead on play Inspection Co quarterly reports and liaising with the Project Programme Manger to raise works order to approved contractor and collate completed repairs.
6. To oversee the administration process of coding invoices and ensuring other data and information systems are efficiently and accurately updated recording of data relating to utilities and expenditure to NNDC assets which is used to monitor budgets.
7. Co-ordinating works and liaising with approved contractors to undertake repairs and servicing requests contacting tenants where necessary to ensure works are completed as scheduled.

8. Contact with Customer Services Team dealing with enquiries relating to NNDC assets and general public enquiries.
9. To be the point of contact and provide support when necessary for Poppyfields Cafe regarding general maintenance issues.
10. Collate and format information and expenditure on all NNDC assets monitoring and highlight unexplained increases in expenditure and maintaining the upkeep of the database.
11. Responsible for inputting and maintaining the day to day property related information, including help desk/fault logging on the Corporate Property Database (Concerto).
12. To administer the property programmed maintenance records, ensuring they are up to date under the supervision of the Team Leader. This includes raising job helpdesk requests for the in-house maintenance service using the asset database to manage the maintenance team diary to ensure works are completed within the scheduled timeframes
13. To provide general admin cover for other property related admin staff when necessary, minute taking, typing, filing, processing orders etc.
14. To promote, and update the Property Services page on the Council's website and other appropriate information channels, to improve the service to the customer.
15. To be available to provide 'hands on' support when requested such as support during Tidal surges, emergency works and special events.
16. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
17. Any other work required and as directed within the confines of the existing grading and post.

# PERSON SPECIFICATION



**NORTH  
NORFOLK  
DISTRICT  
COUNCIL**

<b>Administration Officer - Property (Post 1820, 2385)</b>				
		<b>Essential</b>	<b>Desirable</b>	<b>How Identified</b>
Experience/ Knowledge	Demonstrates understanding and experience of providing administrative support to a group of specialist staff in a busy office environment.	✓		Application form
	Demonstrates competency in using computers and experience of using Microsoft, word, excel and access.	✓		Application form
	Demonstrates ability to communicate effectively with customers face to face, by telephone and through written correspondence.	✓		Application form
	Demonstrates experience of local authority financial procedures, procurement and invoicing.		✓	Application form
	Demonstrates ability to solve problems and instigate resolutions in a timely and effective manner.	✓		Interview
	Demonstrates awareness of construction and property maintenance environment.		✓	Application form/ interview
	Demonstrates understanding of Local government administration.		✓	Interview
Qualifications	A Level standard of education or equivalent experience.	✓		Application form
Training	Received formal training in the use of Microsoft software including, Word, Excel and Access.		✓	Application form

		Essential	Desirable	How Identified
Skills	Good communication skills (written and verbal).	✓		Application form/test
	Methodical and consistent in approach to financial administration and procurement.	✓		Application form
	Good numeracy skills.	✓		Test
	Able to manage a mixed range of varied and competing priorities.	✓		Application form/ interview
	Good general IT skills including accurate typing.	✓		Application form
	Good customer care skills.	✓		Interview
Aptitude and Disposition	Good interpersonal and customer care skills.	✓		Interview
	Happy and able to work alone or as a member of a team.	✓		Application form/ interview
	Well organised and methodical.	✓		Application form/ interview
	Flexible approach to work.	✓		Interview
	Assertive and confident.	✓		Interview
Personal Circumstances	May be required to attend offsite meetings or training occasionally		✓	Interview