



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Economy, Major Projects and Investment
Post Title	Property Support Officer
Post Number	43050
Accountable to	Property and Investment Manager
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	

Job Description - Principal purpose of job (role summary)

As Property Support Officer you will support the Property Investment Manager assist in the running of the Property and Investment Team, undertaking administrative and data and budget support, as well as using the financial system to raise Purchase Orders, the GIS system to research and produce maps and plans and the Estates Application to record the assets. You will undertake occasional property inspections, key management and general support to the wider Major Projects and Investment Team.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
<p>Live how we work with each other and our customers:</p> <ul style="list-style-type: none"> • We listen • We say what we think & do what we say • We are inclusive & kind • We are ambitious • We think & act beyond ourselves and our service • We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Assist the Property & Investment Manager and Team in ensuring all strategic property ownerships are accurately recorded and monitored and maintain up to date accurate data for all properties on the council's asset management system.
Review, undertake and maintain processes and protocols for data management, providing information for various functions including asset valuations, audit, etc.
Support the development of monitoring and review procedures to support effective delivery of the Strategic Property Investment Strategy and Commercial Property Asset Management Plan.
Act as an initial point of contact for property-related enquiries and undertake a proactive approach to managing communications with tenants and potential tenants.
Provide support in undertaking vacant property inspections, recording meter readings, and liaising with commercial property agents, as require.
Provide support in undertaking viewings with third parties on properties to let or for sale and supporting with wider property team with lettings of car parks and garages

Be responsible for the regular update and monitoring of income and expenditure associated with the management of the Council's property management portfolio, identify and reporting exceptions to the team accountant and service managers. This will include raising purchase orders, reconciling accounts, tracking and processing invoices
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

Participative	<p>Make sure that you embrace all opportunities to have your say and recognise the importance of your colleagues taking the opportunity to be heard too</p> <p>Ability to share knowledge and learn from others</p>
Adaptive	<p>Ability to thrive in an adaptive environment on a continuous improvement journey of change</p>
Resilient	<p>Understand the part you play in your team and the organisation as a whole, recognising your importance to our success</p> <p>Ability to bring passion to your work</p> <p>Ability to recognise and support your own wellbeing needs and ask for help when you need it</p>

	Essential	Desirable
Qualifications	<p>Good standard of education, including GCSE Maths and English Grades A*-C</p>	<p>L3 or above qualification in relevant discipline(s)</p>
Knowledge	<p>Excellent level of competency in Google Platforms (sheets, docs etc.) as well as MS Word, Excel and Powerpoint</p> <p>Willingness to use/be trained on Council financial management systems and property budget monitoring spreadsheet</p> <p>Experience of email, internet</p> <p>Knowledge and experience of GIS systems, CRM management, Pro-Map or similar</p>	<p>Knowledge of finance or property or asset management software</p>
Experience	<p>Experience of developing and using effective procedures and protocols to assist in the administration and monitoring of financial, property or finance transactions, externally funded initiatives and similar</p> <p>Experience of working collaboratively with a variety of organisations and businesses to develop the service</p>	<p>Experience working in a political or large corporate environment</p> <p>Experience in reading and interpreting leases and other property legal documents</p>
Communication	<p>Able to communicate effectively with colleagues, councillors and staff in the Council</p> <p>Excellent listening and written skills to support administration, to include attending meetings and taking minutes</p> <p>Excellent diplomacy skills and understanding of confidentiality and need to protect personal data</p>	

	Commitment to delivering exceptional customer care	
Relationship Building	<p>Ability and willingness to develop effective working relationships with tenants, businesses, community organisations, commercial agents, networks and partnerships</p> <p>Ability to apply knowledge and provide advice to deal with enquiries, including from tenants, commercial agents, partners, colleagues and similar.</p> <p>Able to keep calm when under pressure or when dealing with challenging situations.</p> <p>Self-motivated and happy to work independently when required.</p>	
Analytical	<p>Good financial skills to support updates and monitoring of income and expenditure associated with the Council's asset management service</p> <p>Ability to make decisions to facilitate delivery without need for managerial supervision</p>	
Planning/ Organising	<p>Organised, accurate, methodical and able to prioritise own workload to achieve targets and deadlines</p> <p>Able to suggest, agree and implement improvements in processes</p>	
Other requirements	<p>Able to work as part of a team and contribute to the development of the Service and wider Economy Directorate, ability to attend the offices as required by the Manager</p> <p>Ability to handle small items of equipment, IT equipment and similar.</p> <p>Able to support off-site property inspections, record meter readings and similar, when required</p> <p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	

Date:	
-------	--