



Estates Assistant

Job Description and Person Specification

Directorate:	Communities	Service:	Property & Development Projects
Responsible to:	Estates Manager	Responsible for:	N/A
Grade:	8		
Location:	Civic Centre		

Job Purpose:

To assist the Estates Manager and Estates Surveyors in delivering and managing the Council's property portfolio and supporting their role as the Council Valuer.

To support the Council's Business Plan Objectives, Council Plan and Investment Plans.

Key Tasks & Responsibilities:

To provide an estates management service across a diverse portfolio of land and buildings, namely, land and buildings held by the council for operational and non- operational purposes including those properties held in the Council's investment portfolio.

To maintain proper records of the Council's land holding to facilitate all matters relating to estates management.

To establish effective working relationships with other council departments and external partners to contribute to the delivery of the Council's objectives.

To undertake site visits and inspections of land and property as required.

To engage and supervise external consultants as required undertaking activity on behalf of the Council in relation to the function in accordance with Council regulations.

To assist in reviewing revaluations for NNDR purposes and liaison with the Council's rating agent.

To assist the Council Surveyors

To assist in the acquisition, sale or disposal of land by the Council and the conduct of negotiations on such matters.

The management of the Council's Allotment Holdings.

The management of the Council's Market tenancies and Service Charge accounts.

The management of the Council's moorings tenancies.

To undertake the letting of land and premises as required.

To manage landlord and tenant property transactions, rent reviews, lease renewals, licences and other property agreements across lower value properties.

To process sundry debtor and creditor claims, invoices and data in relation to investment properties, but excluding operational properties, according to the needs of the service.

To prepare and present reports to Portfolio Holders and Council Committees as requested.

To establish effective liaison with other Council services to facilitate service delivery.

To deputise for the Estates Surveyors as required.

To maintain a terrier filing system and all related property data systems and information related to council property assets.

To undertake any other duties commensurate with the post.

Corporate Responsibilities:

The postholder will be expected: -

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.

- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.





QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Educated to A Level/BTEC standard	Essential	Application/Interview
Educated to degree level	Desirable	Application/Interview
Prepared to follow the AssocRICS route to qualification	Desirable	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Knowledge and understanding of the issues relating to the property management of a commercial property portfolio	Desirable	Application/Interview
Understanding of relevant legislation	Desirable	Application/Interview
Effective personal communication and presentation skills, both verbal and written.	Essential	Application/Interview
The ability to work both independently and as part of a team to deliver an effective Estates service in accordance with professional standards and best practice.	Essential	Application/Interview
Experience of property management	Desirable	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of managing a commercial portfolio.	Desirable	Application/Interview
Experience of working for or with public sector organisations	Desirable	Application/Interview
Able to demonstrate sound experience in estate management.	Essential	Application/Interview
Ability to think creatively and solve problems arising from own workload	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Clare Mitchell

Date: 17 April 2026

Post Holder Signature:

Date: