



# Land and Property Business Support Officer

<b>LEVEL:</b>	Level 7
<b>ACCOUNTABLE TO:</b>	Land Property Business Support Team Leader
<b>SALARY:</b>	£28,598 to £32,061 per annum
<b>LOCATION:</b>	Totnes/Tavistock/Agile
<b>CONTRACT:</b>	Fixed Term Contract – 2 years

## Job Purpose

To deliver a range of significant council processes and administration efficiently and effectively, providing a fast, high quality and continuously improving service for customers. The post holder should have a good, developing knowledge of council wide services and adherence to readily understood rules and procedures. This role will focus on service charges and business rates to our tenants in South Hams and West Devon.

## Role Profile

- Work as part of a multi-skilled business support and administration team to deliver a range of significant council processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers.
- Deliver a broad range of administrative activities to include data collation, system and data maintenance using the Council Property Management System – Concerto.
- Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team member or service.
- Work collaboratively with colleagues to improve internal processes and initiate new ways of working.
- Process reports for the Estates team relating to Freedom of Information requests / complaints and associated activity.
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
- Actively develop and maintain an extensive working knowledge of the Councils' services, processes and procedures.
- Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities.



## Person Specification

### Qualifications

Essential	Desirable
Good standard of general education including GCSE at grade C/level 4 or above or equivalent in English and Maths	Educated to A Level standard or equivalent or qualified by strong relevant experience
	Local authority related qualification

### Knowledge / Experience

Essential	Desirable
Good understanding of Council services	Broad and detailed knowledge of the Councils' services, systems and procedures
Knowledge and understanding of relevant legislation and processes	Good knowledge of terminology and acronyms used by service areas
Validating and processing cases e.g. service requests, reports etc	Working in a local authority
Analysing and processing information	Consultation processing and analysis reporting
Customer Service Skills	Knowledge of mapping systems (GIS)
	Knowledge of GDPR

### Skills / Abilities

Essential	Desirable
Proactive with commitment to provision of excellent customer service – including business to business communication	Ability to review processes and recommend better ways of working
Ability to communicate effectively both orally and in writing	Proficient in the use of Council systems



Accuracy and attention to detail	
Well organised and methodical	
Team worker with ability to work on own initiative	
Resourceful and flexible in approach	
Problem solving and decision making	
Ability to perform efficiently and effectively under pressure	
Proficient in Microsoft Office including word, excel and MS teams and databases	

## General / Other

Essential	Desirable
Willingness to work within the Councils' Core Competency Framework	
Engaging, enthusiastic and positive manner with a strong "can do" approach	

## General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

## Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

May 2026



## Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

## Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.