

Job Details

Job Title:	PROPERTY PORTFOLIO ADMINISTRATOR
Post Number:	POST000419
Directorate:	Communities
Section:	Property & Leisure Services
Post Grade:	Tier: 5, Grade: D
Responsible to:	Head of Property and Leisure Services
Responsible for:	N/A

Job Purpose

- Assist the Head of Property and Leisure Services with land and property management, providing administrative support services across the Communities Directorate as required.
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Main Responsibilities

- Provide proactive administrative support to the Property and Leisure Services team, including maintaining effective filing, correspondence, records and task tracking arrangements for property, estates and asset management activity.
- Maintain accurate and up-to-date property inspection, maintenance, compliance and asset data with the Council's relevant systems, including asset management, GIS, finance and document management systems.
- Support the management of the Council's property portfolio by coordinating enquiries, documentation, diary arrangements, property viewings, access arrangements, key records and routine communications with tenants, occupiers, contractors, agents and internal services.

- Support repairs, maintenance and compliance processes by logging requests, raising, managing and monitoring work orders, liaising with officers and contractors, arranging access, tracking progress, updating records and helping to ensure works are completed within agreed timescales and budgets.
- Provide administrative support for property related financial processes, including obtaining quotations where required, raising and managing purchase orders, receipting invoices, resolving invoice queries, maintaining accurate budget records and supporting routine budget monitoring for repairs, maintenance, utilities, service charges and other property costs.
- Assist with the collection, checking and presentation of property data for valuations, asset reviews, performance monitoring, reports, audits, inspections and statutory or corporate returns.
- Respond to routine property enquiries from tenants, colleagues, councillors, contractors and members of the public, providing accurate information, effective signposting and good customer service.
- Support health and safety, property compliance and risk management activity by maintaining records, chasing service reports or certificates, and escalating issues where information is missing or action is required.
- Contribute to service improvement by identifying opportunities to improve administrative processes, data quality, customer communication and use of digital systems.

Decision making

- Liaise with the Property and Facilities Manager to market properties in the most appropriate manner to maximise the rental and sale potential.
- Undertake inventories on investment properties and subsequent 'check out' reports to ensure tenants have fulfilled lease/licence obligations with a view to releasing deposit at the end of a tenancy / licence.
- Deal with day-to-day property management dealings in the appropriate manner ensuring good customer service is ensured whilst protecting the Council's interests / assets.
- Make arrangements at times of emergency for contractor works to be completed in EBC leased properties.

Financial Responsibilities

- Collate accurate budget data to assist property colleagues in their duties.
- Undertake financial processes when instructed by colleagues, including obtaining quotations where required, raising and managing purchase orders, receipting invoices, resolving invoice queries. All using the Council's financial management system.

Key Contacts / Relationships

- Liaise with internal / external clients, tenants, contractors, members of the public, councillors.
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high-quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: **Head of Property and Leisure Services**

Date: **25 September 2026**

Version: **1.1**

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: PROPERTY PORTFOLIO ADMINISTRATOR

Post Number: POST000419

EXPERIENCE

Essential Criteria

- Experience of providing administrative support in a busy service environment, including handling correspondence, maintaining records and managing competing deadlines. A/I
- Experience of using Microsoft Office applications, particularly Outlook, Word and Excel and use of a financial management software to manage information and produce accurate documents, budget reports and spreadsheets. A/I/T
- Experience of dealing effectively with internal and external customers, contractors, suppliers or partner organisations. A/I
- Experience of maintaining accurate electronic records, databases or case management systems. A/I/T

Desirable Criteria

- Experience of working in a local authority, public sector or property, estates, facilities, construction or asset management environment. A/I
 - Experience of supporting repairs, maintenance, compliance, procurement, work order management, purchase orders, invoice receipting, budget monitoring or contract administration processes. A/I
 - Experience of using asset management, facilities management, GIS, finance or document management systems. A/I/T
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QUALIFICATIONS

Essential Criteria

- Good standard of education including English and Mathematics at GCSE grade 4/C or above, or equivalent relevant experience. D

Desirable Criteria

- Business administration, customer service, property, facilities management or related qualification at Level 3, or willingness to work towards relevant training. D/I

SKILLS & KNOWLEDGE

Essential Criteria

- Strong organisational skills with the ability to prioritise work, meet deadlines and maintain accuracy under pressure. A/I
- Good written and verbal communication skills, including the ability to explain information clearly and professionally. A/I/T
- Good attention to detail and ability to maintain accurate records, check information and identify gaps or inconsistencies. A/I/T
- Ability to manage work orders, raise purchase orders, receipt invoices, check financial information and maintain accurate budget monitoring records. A/I/T
- Ability to work collaboratively with colleagues across services and build effective working relationships with tenants, contractors and other stakeholders. I
- Ability to handle confidential information appropriately and comply with data protection requirements. A/I
- Customer-focused approach with the ability to respond calmly and constructively to enquiries and routine service issues. A/I
- Ability to use digital systems confidently and contribute to improved processes, data quality and service efficiency. A/I

Desirable Criteria

- Basic understanding of property, estates or facilities management processes, including leases, licences, repairs, maintenance, compliance, utilities or asset records. A/I
- Awareness of local government procedures, political sensitivity, equality and diversity, health and safety and public sector customer service standards. A/I
- Awareness of landlord and tenant responsibilities, property compliance requirements or procurement and financial administration processes. A/I

OTHER REQUIREMENTS

Essential Criteria

- Ability to travel to Council sites or properties when required, with reasonable adjustments considered where appropriate. D/I
- Commitment to the Council's values, equality and diversity, health and safety, customer care and environmental responsibilities. A/I

ASSESSMENT KEY:

A Application | *I* Interview | *T* Test | *D* Documentation

Version: 1.1 – September 2026