Role Profile

Role Title: Property Assistant

Service Area: Asset Management

Band: 5

Reporting to: Head of Property

Responsible for: N/A

Purpose

To provide efficient administrative and operational support to the Property Services team, assisting with the management of the council's property portfolio. The postholder will help ensure that property records are maintained, enquiries are responded to promptly, and property-related processes are delivered effectively, supporting the council in managing its assets efficiently and providing excellent customer service.

Key responsibilities

- Supporting the management of the Council's Property Services team.
- Maintaining lease, licence and tenancy records.
- Assisting with information relating to rent reviews, lease renewals and property acquisitions/disposals.
- Process property-related correspondence, invoices, purchase orders and monitoring expenditure against budgets.
- Maintaining the property management system to ensure accurate asset information.
- Assisting with Freedom of Information requests and Member enquiries where property information is required.
- Supporting compliance with statutory property obligations and corporate governance.
- Preparing property performance information and Key Performance Indicators (KPIs).
- Liaise with suppliers, raise orders and payment requests
- Respond to enquiries from tenants, residents, contractors, councillors and members of the public.
- Provide assistance with arranging inspections, surveys and property visits.
- Grant car parking and garage agreements plus associated liaison with parking contractors and other contractors carrying out works.
- Prepare reports, letters, meeting papers and other documentation.
- Monitor shared inboxes and ensure enquiries are allocated and responded to within agreed timescales.
- Support lease administration, licences, wayleaves and other property agreements where required.
- Assist in maintaining compliance documentation including certificates, inspections and statutory records.
- Liaise with internal departments, external contractors, solicitors, surveyors and managing agents.
- Support procurement and contract administration processes where appropriate.
- Maintain confidentiality and comply with data protection legislation.

- Contribute to service improvements and maintain high standards of customer care.
- To undertake any other duties commensurate with the post as directed by the Head of Property.
- The Council is committed to becoming carbon neutral by 2030. You will ensure that the delivery of your role is compatible with, and promotes, that ambition.
- Take personal responsibility for promoting equality and diversity throughout the Council and ensuring that your job responsibilities are carried out with due regard to the Council's Equality, Diversity and Inclusion Policy.
- Champion and exemplify our core values, enabling our people to flourish in a dynamic and agile workplace where they can be their very best.
- You may be required to undertake duties on behalf of the Electoral Registration Officer and/or the Returning Officer relating to the registration of electors and the organisation of elections i.e. processing postal votes, canvassing properties during office hours.
- You may also be required to undertake duties to help to deliver Council Services during times of local or national emergencies. This may include duties outside your usual role and/or at a different location.

Specific Knowledge, Skills and Expertise

Knowledge

- Understanding of administrative processes.
- Understanding of local government.
- Knowledge of Microsoft Office applications.
- Knowledge of the suitable uses of AI (used within the requirements of the council's AI policies)
- Knowledge of property terminology.
- Awareness of customer service principles.
- Awareness of health and safety legislation relating to property.
- Basic understanding of property, housing, estates or asset management functions.
- Understanding of GDPR and records management.

Skills

- Excellent organisational skills.
- Strong written and verbal communication.
- Good attention to detail.
- Ability to prioritise competing workloads.
- Ability to analyse property information.
- Accurate data entry and record keeping.
- Ability to work independently and as part of a team.
- Good problem-solving skills.
- Strong ICT skills, including Excel.
- Ability to communicate with a wide range of stakeholders.
- Excellent customer service skills.
- Ability to maintain confidentiality.

Experience

- Experience of providing administrative support in a busy office environment.
- Experience of dealing with customers by telephone, email and in person.
- Experience of maintaining electronic records and databases.
- Experience of working to deadlines.
- Experience supporting meetings and preparing reports.

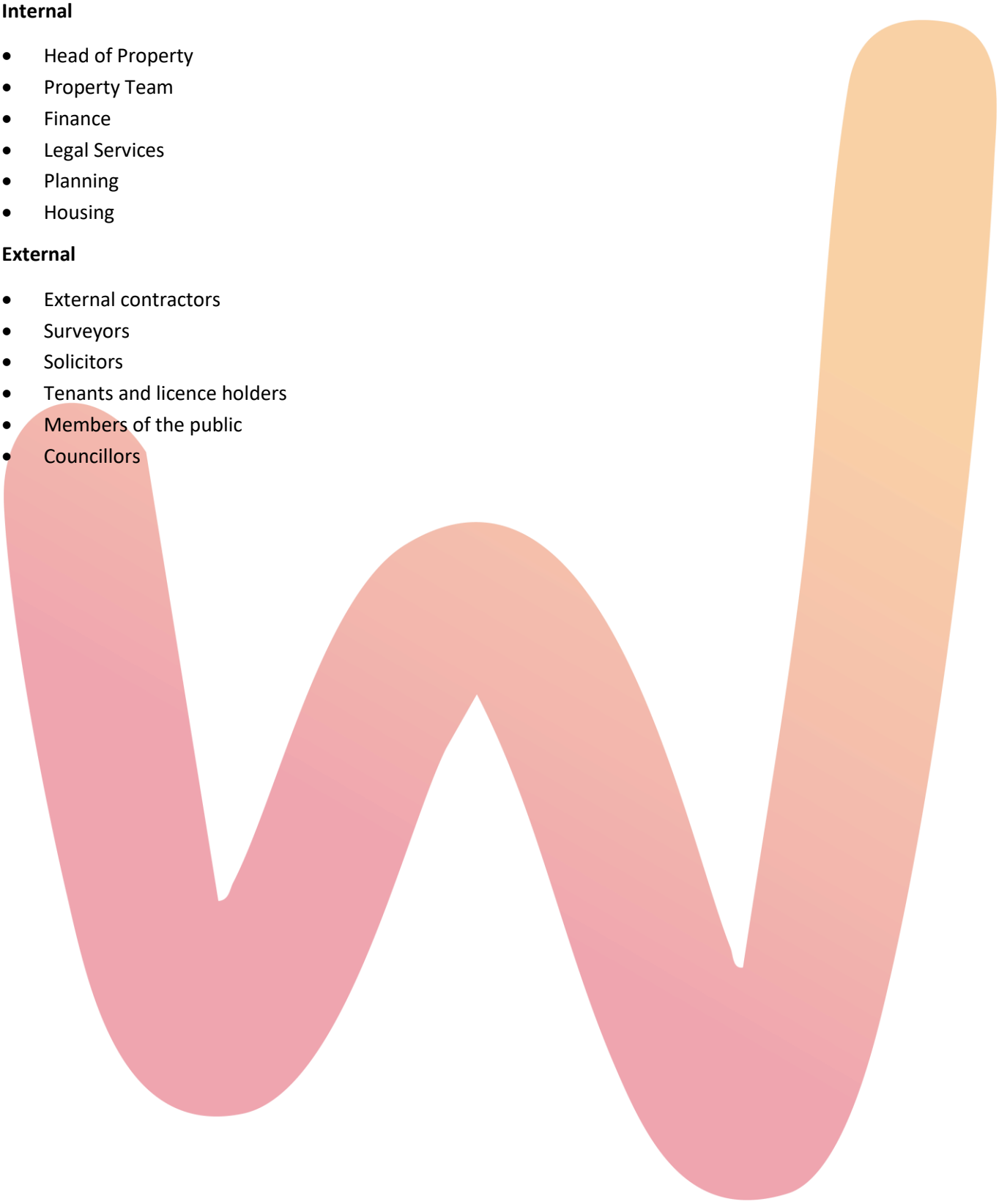
Key Relationships

Internal

- Head of Property
- Property Team
- Finance
- Legal Services
- Planning
- Housing

External

- External contractors
- Surveyors
- Solicitors
- Tenants and licence holders
- Members of the public
- Councillors



July 2026