

JOB DESCRIPTION



NORTH
NORFOLK
DISTRICT
COUNCIL

Estates Technical Support Officer (2316)

Service Area

Property Services

Manager/Team Leader

Asset Strategy Manager

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

Provide technical administration support to the Council and the Estate team. To be the first point of contact responding to internal and external enquiries on land, property related matters. Liaise/assist other sections and external partners, leaseholders, organisations and companies with asset enquiries/dissemination of information. Proactive role in managing, maintaining and developing the Councils property management systems Concerto.

Key Result Areas

1. To present a positive, customer focused point of contact, responding to a range of external and internal customer requests and enquiries such as landownership, leasehold matters, utilities and where necessary and appropriate liaise with other sections or external organisations.
2. Respond to the Estates inbox and outreach workbench customer "contact us" forms for Estates Team responding to the query to ensure the query is dealt with promptly.
3. Support with the administration of the beach hut and chalet including leases, logging maintenance queries, waiting list applications, debt management to ensure rents are received.
4. Undertake a proactive approach to compliance of leases and other property licences terms and conditions and issue enforcement letters as appropriate
5. To respond to requests and queries regarding routine maintenance, vandalism or management of assets.

6. To take a proactive approach to suggesting and making improvements to service provision including seeking opportunities for increased commercialisation.
7. Undertake simple valuations, marketing, negotiation and preparation of legal licenses, for concessions, table & chairs, land and property use ensuring these are signed, returned and invoices are raised.
8. Undertake "Completions Check List" forms for all asset transactions to ensure all relevant persons/teams are informed that the transaction has completed and liabilities have changed within 48 hours of completion.
9. To arrange and undertake viewings for letting purposes and inspections of assets to monitor condition and encroachment issues.
10. Maintain the Council's property management system Concerto updating, validating associated data including updating GIS layers on mapping systems, prepare plans and run reports for lease renewals, terminations and other associated transactions.
11. To manage Estates webpages ensuring all information is up to date including the Asset Register and publishing this annually.
12. Co-ordinate the raising of and payment of invoices, ensuring checked and authorised correctly, to raise orders/invoices externally/internally and implementing refunds.
13. To collate data for performance measures and input as and when requested.
14. To support the Estates team on corporate projects, asset valuations, Audit and FOI requests
15. Organising quotes and procurement of services
16. To promote and adhere to the workplace values of our organisation
17. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
18. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



**NORTH
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Estates Technical Support Officer (2316)				
		Essential	Desirable	How Identified
Experience/ Knowledge	Demonstrates experience of administration and customer service, working in a property management or estates services environment	✓		Application form
	Demonstrates knowledge and experience of land and property related research and interpretation of data to resolve queries /disputes		✓	Application form
	Working knowledge of land and property law		✓	Application form
	Demonstrates knowledge and experience of customer services, responding with a range of customers face to face (including tenants and landlords), in writing and by telephone		✓	Application form
	Proven ability to negotiate and influence others to achieve positive outcomes.		✓	Application form
	Demonstrates competence of using a range of software including Word, Excel, Access	✓		Application form
	Demonstrate competence of using property mapping systems		✓	Application form
	Demonstrate ability to solve problems and instigate resolutions in a timely and effective manner.	✓		Application form
	Demonstrates ability to work systematically and accurately with record keeping and data entry.	✓		Application form
Qualifications	Qualified to at least GCSE standard or equivalent.	✓		Application form

*In order to assess this from the application form we require you to provide an example

	Microsoft Office Software competency qualification – in particular Excel and Access databases		✓	Application form
Training	Willingness to undertake any relevant training	✓		Application form
Skills	Good verbal and written communication skills	✓		Test
	Numerate	✓		Test
	Computer Literate	✓		Application form
	Good organisational skills, with a methodical, thorough approach to work	✓		Interview
	Productive team worker but also able to work alone when required	✓		Interview
	Ability to interpret property related legal documents & plans and indemnify site boundaries accurately		✓	Interview
	Good interpersonal and customer care skills	✓		Interview
	Ability to think creatively to best manage or adapt current processes or administrative practices to improve efficiency	✓		Interview
Aptitude and Disposition	Customer focused	✓		Interview
	Proactive and flexible approach to new tasks/challenges	✓		Interview
	Work accurately	✓		Interview
	Resourceful – able to use initiative	✓		Interview
Personal Circumstances	Have access to personal transport/vehicle	✓		Application form
	Sufficient personal mobility to undertake site visits	✓		Application form
	Full driving licence	✓		Application form

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the Council:

*In order to assess this from the application form we require you to provide an example

Fairness - We respect people and treat everyone fairly

Ambition - We welcome new challenges and embrace change

Integrity - We are open and honest and listen

Resourcefulness - We strive to be efficient with our resources

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