

Job Description

Technical Officer Corporate Estates

Final

Date: November 2019

POST: Technical Officer – Corporate Estates
SERVICE: Communities
SECTION: Corporate Estates
BAND: 5
REPORTS TO: Principal Surveyor – Corporate Estates
RESPONSIBLE FOR: N/A
TYPE: Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

The Technical Officer – Corporate Estates will provide technical and administrative support predominantly to the Principal Surveyor and Estates Team and will deal with the majority of internal and external customer facing contact for the service area.

GENERAL INFORMATION

Basildon Borough Council is committed to achieving sustainable regeneration and development in the Borough that benefits all sectors of the community. This is to be achieved without sacrificing the local environment and with adequate infrastructure in place to support growth.

The Estates Team provides a variety of technical and professional functions including supporting regeneration projects, commercial property management, landlord and tenant, property development, valuation and appraisals and the development and maintenance of property records.

DUTIES

- 1 To accept and respond to external and internal customer requests and property enquiries and update systems as directed by line management. To deal with queries and complaints received by telephone, e-mail or intranet and facilitate their resolution.

- 2 To assist in the development and maintenance of the Estates Management modules of the Council's Asset Management System (Keystone).
- 3 To answer first stage queries relating to Council property ownership and boundary responsibilities by interrogating the council's GIS terrier database
- 4 To undertake regular customer surveys to identify service issues and develop & monitor action plans to identify ways in which the service can be improved.
- 5 To arrange viewings for Right to Buys, monitor progress of all cases and effectively maintain the case records.
- 6 To maintain the Property Team Case Management database and allocate cases.
- 7 To complete an annual rent reconciliation for all commercial property owned by the Council.
- 8 To assist the Principal Surveyor in managing service charge accounting in leases.
- 9 Assist the Principal Surveyor in maintaining valuation and commercial estate management work programmes and budget monitoring.
- 10 To ensure NNDR is paid on time and recorded in accordance with the Council's financial systems.
- 11 To arrange meetings and book venues on behalf of Corporate Estate Team members including dealing with external companies, Senior Officers and Members of the Council. To notify attendees, distribute papers, agendas, drafts and minutes and provide assistance to the Secretary to Head of Service regarding diary management of Senior Managers.
- 12 To provide administration, technical and financial support to the Corporate Estates Team by placing orders, raising and processing invoices via in depth use of the Council's financial accounting systems and maintaining records.
- 13 To undertake all other office related tasks as required in order to ensure the smooth running of the Corporate Estate Team.
- 14 To prepare basic reports and PowerPoint presentations for team members as required.
- 15 To contribute to the development, collection & analysis of performance information and provide reports to the Service and Team Managers.

- 16 To respond to correspondence & other forms of enquiry submitted to the service and deal with telephone queries. To log and progress tracking of complaints, investigations and legal proceedings. This will include inputting and retracting data from computer systems.
- 17 To maintain systems for financial management control and provide detailed regular financial reports to Service and Team Managers in the service.
- 18 Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
- 19 Undertake all the duties within the framework of Equal Opportunities.
- 20 You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Technical Officer - Corporate Estates	Date Prepared:	November 2019
Department:	Corporate Estates	Band:	5

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Experience of working in a customer focused environment, which involves daily contact with customers and contractors	✓		AF/I
1.2	Understanding of Health and Safety		✓	AF/I
1.3	Experience of using property/ buildings management databases and systems	✓		AF/I
1.4	Experience of negotiating and dealing with external and internal customers, senior officers and members		✓	AF/I
1.5	Excellent customer service and verbal communication skills, able to deal rationally, calmly and professionally with members of the public, external and internal customers (both on the phone and face to face)	✓		AF/I
1.6	Strong organisational skills	✓		AF/I
1.7	Ability to deal with queries of a technical nature	✓		AF/I
1.8	Experience of using Microsoft Windows and Office including word, excel, access and PowerPoint.	✓		AF/I
1.9	Good interpersonal skills and ability to work with minimal supervision	✓		AF/I
1.10	Ability to carry out research from files and other documents, answer and draft replies to technical correspondence.	✓		AF/I/T
2.	COMPETENCIES			
	DECIDING AND INITIATING ACTION			
2.1	a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people	✓		AF/I/T

	<ul style="list-style-type: none"> c) Takes initiative, acts with confidence and works under own direction d) Initiates and generates activity. 			
2.2	<p>ADHERING TO PRINCIPLES AND VALUES</p> <ul style="list-style-type: none"> a) Upholds ethics and values b) Demonstrates integrity c) Promotes and defends equal opportunities, builds diverse teams d) Encourages organisational and individual responsibility towards the community and the environment 	✓		AF/I/T
2.3	<p>FOLLOWING INSTRUCTIONS AND PROCEDURES</p> <ul style="list-style-type: none"> a) Appropriately follows instructions from others without unnecessarily challenging authority b) Follows procedures and policies c) Keeps to schedules d) Arrives punctually for work and meetings e) Demonstrates commitment to the organisation f) Complies with legal obligations and safety requirement of the role 	✓		AF/I/T
2.4	<p>DELIVERY RESULTS AND MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals. 	✓		AF/I/T
3.	EDUCATION AND TRAINING			
3.1	IT experience, including the use of MSWord, MS Excel, MS PowerPoint. Experience in using project management software		✓	AF/I/T
3.2	GCSE's A – C in English and Maths or equivalent. Willing to work toward NVQ level 3 (or already possess)	✓		AF/I/T
3.3	Health and Safety Regulation Training		✓	AF/I/T
3.4	Procurement training		✓	AF/I/T