

Property Records Officer

Department	Property and Facilities
Pay Grade	G4
Responsible to	Head of Property and Facilities

Role Purpose

To carry out a variety of administrative tasks and activities to provide general support to team members and managers, assisting in daily departmental needs to support and enable effective and efficient service delivery.

Role Specific Responsibilities / Accountabilities

- To be the first point of contact for reply to departmental enquires and requests for information emails in a timely and professional manner ensuring good customer service is given.
- To maintain and develop effective and appropriate filing systems and databases accurately in relation to maintenance of estates.
- To maintain and generate reports as appropriate from the property database ensuring details are maintained and recorded accurately.
- To manage the transfer of data in an accurate manner to a new database system.
- To undertake land ownership investigation work to establish land ownership in relation to enquiries received from internal and external sources.
- To undertake collation and management of various property paper and electronic data and records including Fire, Risk Assessments, Asbestos, EPC certificates, Health and Safety records and annual contractors' data returns in conjunction with various officers.
- To coordinate Energy Meter readings from properties informing energy companies as appropriate, liaising with finance regarding payment of energy bills and analysing Energy usage data and providing advice on trends.
- To coordinate lease information between surveying team, legal and finance as appropriate for council owned and leased properties.
- To be responsible for managing the changes to the councils corporate mapping system ensuring changes are carried out in accordance with appropriate guidelines.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Proficiency in computer programs such as Microsoft Office
- Data entry skills
- Experience in creating and analysing databases
- IT skills, proficient in Microsoft Excel
- Ability to communicate confidently, and accurately with good customer service skills
- Ability to record information accurately
- Ability to be discreet and maintain confidentiality
- Organisational, time management and basic research skills
- Able to meet deadlines and achieve set goals

Desirable Criteria

- Understanding of property ownership and leasing documentation
- Experience in managing a project

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally, to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.

- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly