East Lothian Council

JOB OUTLINE	
JOB TITLE: Estates Support Assistant	**JET CODE: 7363**
SERVICE: Strategic Asset & Capital Plan Management	
DIVISION: Partnerships & Communities - Infrastructure	
REPORTING TO: Team Manager - Estates	
RESPONSIBLE FOR: N/A	

JOB PURPOSE:

To provide comprehensive administrative and technical support within the Estates team

MAIN DUTIES:

Maintain accurate records and collate property management information including Control forms with tenant information, Standing Order Mandates for rental payments, Lease documents, Asbestos reports, Energy Performance Certificates and fixed wiring electrical reports for the leased out commercial properties.

Download photographs on to the Estates Server and preparation of photographic schedules of condition to attach to lease documents.

Assisting the Estates Officer regarding the issue of offer packs for properties available for lease or sale, termination acknowledgement letters to tenants and completing property particulars and updating the website.

Check and distribute property management documentation and information to other Council departments, principally Finance and Property Maintenance and external agencies such as the Joint Lothian Valuation Board, Scottish Water and other Utilities' providers and the external rating consultants.

Liaise with external consultants to obtain Energy Performance Certificates for commercial properties including arranging access to properties with business tenants.

Instruct and liaise with external consultants to obtain Fixed Wiring Electrical Safety reports for commercial properties including arranging access to properties with business tenants.

Interrogate reports from consultants' database and instruct remedial safety works as agreed with the individual Estates Surveyors in the team. Monitor works in progress to keep delays to a minimum for re-letting and to obtain the required electrical safety compliance certification.

Check and process invoices from Utility companies for vacant (void) properties, including liaising with suppliers regarding outgoing tenants' unpaid invoices. Where void charges are payable by the Council, respond to legal notices and debt collection arrangements when disputes occur with the utility providers

Obtain electricity and water meter readings at multi - occupied leased out properties, Calculate usage charges to be made to tenants from the rendered invoices and complete invoice requisitions to re-charge tenants.

Respond to property enquiries from other Council departments, principally Finance, Housing and Property Maintenance, Elected Members and members of the public.

Respond to queries from commercial tenants and manage process to address requests for maintenance and repairs.

Assist the Estates Surveyors with the management of void properties, including meeting with tenants and undertaking viewings and responding to enquiries from interested parties.

Contribute to collating and reporting on data for Estates Performance Indicators.

Maintain accurate property records including inputting property data and updating the lease database and ensuring that signed lease and licence documentation and all relevant property management documentation are accurately maintained on the Estates' server.

Access Finance database to provide information to the Estates Surveyors to assist with the monitoring of tenant rent arrears thereby keeping these arrears to a minimum.

Provide general admin support to the Team Manager and team including preparation of standard leases and Members' Library Reports and taking minutes for meetings, including· complex technical meetings.

Support and contribute to a culture of continuous improvement using experience of property management issues and tenant/customer feedback.

Actively participate in and support any meetings and working groups within the Estates unit.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to HNC/SVQ Level 3 or equivalent in a relevant discipline i.e. Information Technology and/or Business Administration **and/or** be able to demonstrate equivalent knowledge, skills and competencies gained through previous experience

Disclosure Scotland:

- None

Scottish Social Services Council:

- None

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Educated to HNC/SVQ Level 3 or equivalent in a relevant discipline i.e. Information Technology or Business Administration **and/or** be able to demonstrate equivalent knowledge, skills and competencies gained through previous experience	
Previous Experience (Paid & Voluntary Work)	Previous Experience of working in an office environment. Previous Customer Service Experience. Previous experience of processing financial transactions. Experience of taking minutes of complex meetings. Experience of processing, recording and analysis of data.	Previous experience of working within a Property service
Knowledge/ Skills /Competencies	Effective verbal and written communication skills Effective time management skills A skilled user of Microsoft Office Proficient numeracy and literacy skills	
Personal Qualities	Ability to investigate and resolve problems Ability to prioritise a varied and complex workload. Ability to use own initiative. Ability to work under pressure and meet deadlines Ability to work flexibly as part of a	

	team. Ability to develop effective relationships with stakeholders. Ability to deal sensitively with individual clients, including the need to maintain confidentiality. Ability to maintain confidentiality relating sensitive or personal matters. Ability to work to a high degree of accuracy, paying close attention to detail. Ability to analyse and interpret data	
Council Behaviours	We are Customer Focussed We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	