# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Accounts Officer

Grade: Pay Band 03

Reports to: Senior Accounts Officer

Responsible for: Administration for the Commercial Estates

Directorate and Service area: Place and Economy

## Purpose of the job

Due to an internal transfer, we are looking for a detail-oriented and proactive Accounts Officer to join our busy admin team on a permanent basis.

Principal responsibilities

In this role, you will play a vital part in supporting the management of a diverse portfolio of commercial properties. As part of our small, collaborative admin team, you will manage your own portfolio of properties and tenants, handling the full range of administration from the start to the end of tenancy.  
  
Your work will help ensure the smooth, efficient operation of our Commercial Estates service. This includes:

* Raising contracts, purchase orders, and sales invoices
* Managing suppliers and resolving account queries
* Calculating rents and service charges
* Supporting debt recovery
* Responding to tenant queries
* Managing utility accounts and readings
* Performing other property and administration-related tasks

You will also work flexibly with colleagues in the wider admin team, providing support across Asset Management and Operations as needed.

## We’re looking for someone who:

* Is organised and attentive to detail
* Can prioritise effectively in a busy environment
* Communicates clearly and professionally with contractors, tenants, and colleagues
* Enjoys working both collaboratively in a small team and independently

This is a fantastic opportunity for someone with strong administrative and finance skills—ideally with experience using ERP Gold or a similar accounting system.

## What you’ll be doing:

* Providing administrative and financial support to the Commercial Estates Manager and Senior Accounts Officers
* Supporting Estate Surveyors with a range of property management tasks
* Working closely with the department’s Accounts Officers, offering flexible support as needed
* Monitoring the Admin and Commercial inboxes
* Calculating, raising, and monitoring rents, service charges, insurance, and other tenant-related charges
* Acting as a key point of contact for our commercial tenants, delivering excellent customer service
* Using ERP Gold (or similar systems) for accounting procedures
* Using K2 (or similar systems) to input accurate information from leases
* Supporting month-end, year-end, and weekly finance cycles alongside Senior Accounts Officers.
* Reviewing contract details to assist with maintenance, compliance, and project orders
* Managing key supplier accounts—including utilities—by reconciling accounts, receipting, and resolving queries
* Visiting properties in Northamptonshire for meter reads and other tasks as requested.
* Assisting Debt Recovery and Estate Surveyors by producing statements and supporting rent recovery processes

## What we’re looking for:

* Solid administrative and organisational skills
* Confidence and willingness to travel to properties for utility readings, inspections, or site-related tasks
* Flexibility and adaptability to respond to changing priorities or support needs
* Experience in finance or property-related administration roles
* Familiarity with ERP Gold or similar finance systems (preferred)
* Accuracy and confidence when working with financial figures and rent calculations
* A helpful, customer-focused approach when dealing with tenants and colleagues
* A team player who enjoys working collaboratively and supporting others across teams

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Special features of the post

Vehicle and Clean Driving Licence essential

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | * Good general education (e.g., GCSEs including English and Maths or equivalent) * Willingness to undertake relevant training * Training in office systems or software (e.g., Microsoft Office, data entry) | * NVQ Level 2 or 3 in Business Administration or equivalent * Knowledge of ERP system |
| Experience and Knowledge | * Previous experience in an administrative role * Knowledge of office procedures and systems * Experience in maintaining records and managing databases * Understanding of confidentiality, data protection and compliance standards | * Experience working in a commercial property, estates, or facilities management environment * Familiarity with lease documents, rent schedules, or service charge processes * Understanding of property management terminology |
| Ability and Skills | * Strong written and verbal communication skills * Excellent organisational and time management skills * Accuracy and attention to detail * Ability to prioritise and manage workload * Proficient in Microsoft Office (Word, Excel, Outlook, especially Excel for tracking leases, rent, and inspections) * Comfortable working with spreadsheets and property management databases | * Ability to draft basic correspondence related to property matters (e.g. tenant letters, meeting notes) * Ability to read and summarise key information from leases or contracts |
| Equal Opportunities | * Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. | |  | | --- | | * Demonstrates awareness and understanding of equality, diversity, and inclusion * Treats all clients, tenants, and colleagues with respect and professionalism | |
| Additional Factors | * Professional and courteous manner when dealing with tenants, contractors, or stakeholders * Reliable, flexible, and able to work independently and as part of a team * Commitment to confidentiality and data security | * Willingness to attend site visits or assist in property inspections when needed * Interest in developing within the commercial property or estates management field |