



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

Job title: Property Support Officer

Grade: NNCBAND03

Reports to: Business and Supply Manager / Business and Supply Team Leader

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Maintenance & Development

### **Purpose of the job**

- To provide administrative support to all areas within Housing Maintenance & Development.
- To provide financial support to all areas within Housing Maintenance & Development.

### **Principal responsibilities**

1. To provide admin support to the teams within Housing Maintenance & Development, which will require a creative and adaptive approach to a variety of tasks.
2. To collate the monthly overtime and expenses claims for Operatives.
3. To ensure all raising of requisitions are processed accurately.
4. To ensure all external invoices are checked, processed and cleared for payment within targets set to achieve performance.
5. To assist in the collation of figures for performance monitoring for the team and accurately input data into systems as required
6. To ensure all post coming in and out of Housing Maintenance & Development is correctly recorded and processed.
7. To assist with scheduling of works orders for Housing Maintenance & Development.
8. To ensure all records for the team are filed accurately and kept for the required time and in line with GDPR.
9. To facilitate in meetings when required.
10. To provide customer liaison and resolve issues when required.
11. To be responsible for the recording, handling, and monitoring of complaints received by the Housing Maintenance & Development Team.
13. To contribute to the overall performance improvements of Housing Maintenance & Development, including improvements to the Housing Repairs System.
14. Provide cover when required to the Housing Maintenance & Development Stores team.

## **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. 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**

- The concept of teamwork means that a flexible approach to work is required of the post holder.
- Commitment to a Customer Service environment.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	5 GCSE passes at grade C or above, including maths and English, or equivalent.	BTEC in Business Administration or equivalent.
Experience and Knowledge	Experience of an office based customer-focused environment.  Familiar with all office equipment.	Experience in Local Government.
Ability and Skills	A commitment to providing excellent customer service – being responsive, flexible, and dedicated to ‘getting it right first time’.  A dedication to being your best at all times – being professional, pro-active and open to new ways of working.  An enthusiasm for team working – being collaborative, innovative and showing support and respect for colleagues.	Specialist training in IT and Software.

Attributes	Essential criteria	Desirable criteria
	<p>Good IT and keyboard skills, including Microsoft Word and Excel.</p> <p>Good analytical skills, with ability to analyse statistical data.</p> <p>Excellent communication skills, written and verbal.</p> <p>Ability to meet deadlines and prioritise workload.</p> <p>Ability to work as part of a team and organise tasks and work unsupervised.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Commitment to providing excellent customer service to the community.	