

Role Profile and Specification – Property Services Support Officer

Service Area	Housing Services
Role Title	Property Services Support Officer
Location	Oxted/Agile
Reports to	Senior Building Surveyor
Salary/Grade	TA1
Duration/Hours	37 Hours per week

Service Area Purpose

The Property Services Team ensures that the Councils assets, including the Councils housing stock, wider buildings and its neighbourhoods are safe, clean, and compliant. Sat within the Housing service area, this team are knowledgeable across a broad range of technical disciplines and use their detailed knowledge and/or technical skills for inspecting aspects of the physical environment (housing, car parks, park buildings, trees etc.) recommending/specifying the best course of action. All surveyors will be trained in efficient contract management and will be accountable for the performance and contract delivery.

Job Purpose

This is predominantly a desk-based role providing administrative support to the Property Services Team. You will assist them in delivering building maintenance services to customers and will also support with the housekeeping of the housing and asset management databases.

You will have direct contact with customers and other internal teams. In this role you will learn about the full range of housing services we offer to customers to help deliver exemplarily customer service.

Key Objectives

- Support Building Surveyors to carry out their roles by preparing communication and documents.
- Ensure compliance with all necessary legislation and regulation and accurately updating customer record.
- Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

- Ensure that IT Security and Data Protection Legislation is always adhered to.
- Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
- Take personal responsibility for seeking value for money opportunities to get service right first time.
- Understand and use measures to enable continuous improvement.
- To carry out any other duties within the scope, spirit and purpose of the job as requested by management as duties and responsibilities change.

Specific Responsibilities

- Carry out administrative tasks within the property services processes.
- Assist customers by confirming planned and cyclical works.
- Process and upload completed property inspection details, and stock condition data.
- Be proactive in making calls to customers and resolving their queries and arranging home visits for surveyors where needed.
- Be aware of and contributing ideas to improve the performance of the team and services we deliver to our customers.
- Obtain and maintain an overall knowledge and understanding of property services.

Person specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • GCSE English and Maths; or comparable/equivalent qualifications or experience. 	<ul style="list-style-type: none"> • Evidence of continuous professional development.

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Delivered excellent frontline customer services in a highly pressurised environment. • Worked in a role with a similar level of responsibility. • Working through issues to resolution 	<ul style="list-style-type: none"> • Delivering continuous improvement in housing services. • Meet deadlines in a fast-paced, high-pressure environment. •

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none">• Engages in straight-talking – is clear and constructive.• Facilitates meetings, groups, and forums.• Use of information and communication technologies proficiently.• Uses written and oral skills appropriately – to influence, negotiate and persuade.• Presents information accurately and in an appropriate format to a variety of audiences.• Works in a multi-agency/discipline environment.• Works in and with diverse communities• Understanding of the broad requirements of the data protection principles.• A commitment to equality and diversity• Able to commute throughout the district by own means.	<ul style="list-style-type: none">• Committed to improving performance.• facilitated meetings, groups, and forum.• Maintains appropriate systems and procedures.