

Rutland County Council

Job Description

Job Title:	Technical Administrator
Grade:	G04
Department:	Places Directorate
Team:	Property Services
Line Manager:	Head of Property Services

Purpose of the Job:

To support the operation of an efficient and effective property service through the provision of technical administrative support.

Key responsibilities:

1. To operate and develop a 'service desk', logging and responding to service requests from internal and external customers and ensuring each task is allocated to an appropriate surveyor. To monitor the progress of requests, completions and service standards in liaison with the team and customers. To develop the service desk in response to customer feedback and develop and produce performance data. To provide high quality customer liaison.
2. Provide support to the team in all aspects of building surveying, estates and regulatory compliance, assisting in cyclical planning, programming, co-ordination and communication.
3. Provide support to the team in the delivery of corporate and service objectives, ensuring accurate information and records are kept.
4. Assist the Estate Surveyor in preparation of tenancy schedules and other tenancy information.
5. Liaise and correspond with tenants, agents and others as required and respond to land and property ownership queries.
6. Monitor rental payments and income against budgets and liaise with creditors to process new rental payments.
7. Monitor and arrange for payments on all cyclical testing and servicing and maintenance contracts, maintain the financial records and budgetary control documentation relating to repairs, maintenance and improvement works undertaken.
8. To provide regular reports from the corporate finance computer system as required for customers in accordance with service level agreements invoicing for work carried out as required.
9. To organize and maintain the list of contact details for contractors and consultants used by the team.
10. Record and process invoices, creditors and debtors in respect of goods and services supplied to and from the Property Services team.
11. To deal with enquiries from the public, Council officers and members to include taking messages, provision of information and referral of complex matters to appropriate colleagues.



12. To order and maintain stationery and other equipment stock levels ensuring all relevant inventories are maintained.
13. To prepare correspondence, reports and other documents to corporate standards and to required deadlines.
14. To operate computerised systems as required, generating documents and keeping information up to date. To set up and operate spreadsheets or databases as may be necessary.
15. To maintain and manage the team's filing and record keeping systems and to carry out duties associated with incoming and outgoing post.
16. To assist with the collation and monitoring of information associated with performance indicators, assisting with the preparation of statistics as required.
17. To carry out other relevant or related duties as may be required.
18. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications:

Good standard of education including GCSE Maths and English or NVQ3

Experience:

Experience in using Microsoft Office (Word, Excel & PowerPoint)

Knowledge:

Demonstrable experience of working in an office environment supporting multiple projects or people.

Skills:

Good oral and written communication skills
 Good numeracy and literacy
 Ability to think logically
 Committed to team environment
 High levels of customer care
 Must relate well to people at all levels
 Tact & diplomacy
 Ability to work under pressure
 Ability to manage own workloads

Values:

Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.
 Ability to be flexible in working arrangements
 Mobile and able to work from variation locations

