



Technical and Admin Support Officer

Job Description and Person Specification

Directorate:	Finance, Property & Legal	Service:	Property & Development Projects
Responsible to:	Estates Manager	Responsible for:	N/A
Grade:	5		
Location:	Civic Centre, Poulton-le-Fylde		
Job Purpose:			
To provide general administrative and technical support to Estates & Property Management team.			

Key Tasks & Responsibilities:
To operate and provide support with the maintenance of the Council's Property Management Software and to maintain proper records of the Council's land and property holdings. To assist with the provision of an estates management service for land and buildings held by the Council. To assist in the letting of land and premises. To provide support in the management of the council's utilities contracts including paying invoices, taking meter readings and managing changes of tenancy. To manage lower value properties including (but not limited to) allotment holdings and moorings. To undertake regular inspections of the council's buildings including vacant properties. To prepare plans and operate any mapping systems as required. To provide a full range of administrative duties to the Team, including minute taking, filing, preparation of letters, tables and reports arising from the Team's caseload.

To provide financial administrative support to the team including placing orders, raising and paying invoices and managing debtors.

To liaise effectively with colleagues, customers, members of the public and other professionals, ensuring co-ordinated, efficient and effective service delivery, providing contribution to continuous improvement.

To undertake such duties as may from time to time be required by the Assistant Director of Property & Development Projects. The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

Corporate Responsibilities:

The postholder will be expected: -

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good level of education	Essential	Application/Interview
Able to demonstrate sound competence levels of workplace literacy and numeracy	Essential	Application/Interview

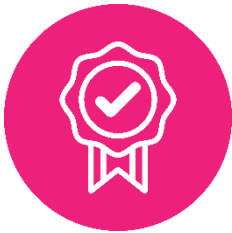
SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Knowledge and understanding of asset management	Desirable	Application/Interview
High level of computer literacy	Essential	Application/Interview

Knowledge of property related databases	Desirable	Application/Interview
Knowledge of finance and budgets	Desirable	Application/Interview
Knowledge of processing invoices using web based systems	Desirable	Application/Interview
Effective personal communication and, both verbal and written	Essential	Application/Interview
The ability to work effectively as part of a team to get results	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Extensive experience in general clerical/administrative work	Essential	Application/Interview
Experience of dealing with the public by telephone and in person	Essential	Application/Interview
Experience of operating a variety of data based computer systems	Essential	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused

In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual car users will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: C Mitchell

Date: August 2026

Post Holder Signature:

Date: