

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Apprentice – Property and Projects

Post No: 50001001

Department: Operations & Delivery – Building & Public Realm

Grade: Apprentice salary

Reports to: Assistant Manager, Coastal Engineering

1. **JOB PURPOSE**

To assist the Property and Projects Department in providing a property records service to other officers, Members, the public and outside bodies as well as assisting in the management of Council owned property and Council operated facilities.

2. **JOB ACTIVITIES**

- a) To assist with the maintenance of the Council's property records for all property owned or leased by the Council and to help undertake regular reconciliations of the records including the lease register and periodic income register.
- b) To provide customer service support to the Council's non-housing tenants, including commercial lets and beach huts.
- c) To assist with the rationalisation of the Council's stored property deeds and documents.
- d) To help to provide advice and information on the Council's land and property portfolio to other departments, Members and external agencies including research with ownership issues.
- e) To communicate with the Land Registry by post and electronically and for queries from other departments.
- f) To provide administrative assistance and support to all members of the Property Services Team.
- g) To undertake scanning, filing, photocopying and general office duties.
- h) To answer telephone calls, take messages and deal with routine queries as appropriate.
- i) Assist in updating and maintaining departmental databases as appropriate.
- j) To be responsible for the distribution of incoming post via the print and post hub and the administration of external outgoing post and documents.
- k) Other duties as required.

3. **SUPERVISION AND RESPONSIBILITIES**

The postholder will communicate with other departments and outside organisations. The work may involve changing rapidly from one task to another during the working day.

The postholder will work under supervision of the Assets Surveyor and seek the advice of the Assets Surveyor on difficult or contentious decisions.

You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

4. SPECIAL CONDITIONS

Work will be carried out in all types of weather conditions and a full current clean driving licence is desirable but not essential.

The postholder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

The post holder may deal with a variety of individual cases involving persons who may be abusive or distressed and should be aware of the potential risks associated with such contacts and adhere to necessary precautions for his/her own safety and the safety of others.

This job description is a guide to the duties the postholder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Apprentice – Property Services

Post No: 50001001

EDUCATION/QUALIFICATIONS

Essential

1. Good general education to include GCSE or equivalent passes in Maths and English.
2. A good level of Computer skills including the ability to use Word, Excel and Outlook.

KNOWLEDGE AND EXPERIENCE

Desirable

1. An interest in property.
2. Previous Local Government experience.
3. Experience working within a customer focused organisation.

SKILLS

Essential

1. Good communication skills, both verbally and in writing.
2. The ability to work under pressure.
3. Good timekeeping skills and the ability to meet deadlines.
4. Flexibility.
5. The ability to prioritise a workload
6. Accuracy and efficiency when undertaking tasks.

Desirable

1. A good knowledge of the local Tendring area.

ATTITUDE

Essential

1. Enthusiastic.
2. Punctual.
3. Committed to providing a quality service.
4. Good personal motivation and self-discipline.

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

3.3 Presenting and Communicating Information

- a. Speaks clearly and fluently
- b. Expresses opinions, information and key points of an argument clearly;
- c. Makes presentations and undertakes public speaking with skill and confidence;
- d. Responds quickly to the needs of an audience and to their reactions and feedback;
- e. Projects credibility.

4.1 Writing and Reporting

- a. Writes clearly, succinctly and correctly
- b. Writes convincingly in an engaging and expressive manner
- c. Avoids the unnecessary use of jargon or complicated language;
- d. Writes in a well-structured and logical way;
- e. Structures information to meet the needs and understanding of the intended audience.

4.2 Applying Expertise and Technology

- a. Applies specialist and detailed technical expertise;
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development
- c. Shares expertise and knowledge with others
- d. Uses technology to achieve work objectives;
- e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- f. Demonstrates an understanding of different organisational departments and functions.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role