

JOB DESCRIPTION

JOB TITLE:	Lettings & Facilities Assistant
REPORTING TO:	Lettings & Facilities Manager
LOCATION:	John Montagu Building
HOURS OF WORK:	37.5 hours per week
SALARY:	Circa £22,000 per annum

Objectives: To provide comprehensive administrative support to the Lettings and Facilities Manager and the Estate Office.

Main Duties:

- To set up systems and files as required
- To write to tenants advising that annual works are to be carried out on their properties, monitor responses and follow up
- To add jobs to the task lists as required
- To liaise with installation companies
- To liaise with Maintenance and inform the Maintenance Foreman of any building repairs required in the John Montagu Building and Collections Centre
- Prepare and update where necessary the Staff Council Tax schedule
- To maintain and undertake the recharges of the Road Repair database and the water schedule
- To notify the Lettings & Facilities Manager when risk assessments and fire risk assessments are due.
- To ensure full compliance of the residential and commercial portfolio with current legislation such as fixed wire test, smoke and Co2 detector testing, boiler servicing, legionella risk assessments and any other legal requirement. Report this on a monthly basis to the Lettings and Facilities Manager to ensure the residential and commercial portfolio is fully compliant.
- To produce plans and maps as required and to organise and maintain plan chests
- To maintain and undertake the recharges of the Insurance database with the Lettings & Facilities Manager.
- To undertake internet ordering and general ordering including internet research and land registry requests

- To update the Estate housing waiting list and computerised terrier system and process notification of change forms.
- To notify utility companies of changes of tenants and liaise with such companies where necessary
- To produce and update spreadsheets
- Issuing annual Residents' Passes, plus annual car passes for staff and local residents
- Preparing and issuing permits for Needs Ore, Park Shore and fishing
- Maintaining databases
- Receiving rent and other payments from personal callers, issuing receipts etc.
- Stationery including checking stocks and liaising with Print & Graphics Department in placing orders for permits, car stickers, invitations, receipt books, etc.
- To register and file planning applications
- To maintain the Lease and Conveyance filing system to ensure all relevant leases and agreements are held in secure storage, updating lease envelopes and terrier as necessary
- To be responsible for keeping records and files up to date and undertake general filing, archiving, photocopying, scanning and administrative tasks
- To organise and update deed cupboards and archives.
- To carry out secretarial duties as required
- To issue and maintain stocks of uniform
- To answer the telephone and deal with Estate queries
- To make tea and coffee and wash up cups etc for Estate visitors as required.
- Dealing with incoming and outgoing post and from time to time visitors to the JMB Building.
- To undertake any other reasonable tasks as requested by the Resident Agent, the Lettings & Facilities Manager and Clerk of Works.

PERSON SPECIFICATION

SKILLS AND CORE COMPETENCIES	HOW MEASURED
Technical competency and knowledge (qualifications and training) 1. Good general education including GCSE Maths & English at Grade C or above or equivalent qualification (E)	Qualification certificates
Experience, knowledge and judgement 1. Experience of working in an environment where the emphasis is on the production of detailed, timely and accurate information. (E) 2. Competent in the use of computerised information systems and other appropriate technology (E) . Knowledge of the Microsoft Office Suite including: Word, Excel and Outlook (D) 3. Knows when and where to use judgement, and when and where to seek help or appropriate guidance. (E) 4. Takes appropriate and relevant information into account before making decisions (E) 5. Confidentiality to be applied when applicable (E) 6. High level of integrity (E) 7. Knowledge of mapping systems and Landmark Property database (D)	Application, Interview Application, Interview Interview Interview Application, Interview
Personal qualities, communicating and relating to others. 1. Self-motivated positive thinking and a 'can-do' attitude. (E) 2. Strong customer/client focus (E) 3. Able to communicate effectively verbally and in written form. (E)	Written and verbal communication skills assessed through application form and interview. Application, interview

<p>4. Maintains and develops effective communication, liaison and relationships (E)</p> <p>5. Establishes and maintains effective working relationships with colleagues and external clients at all levels. (E)</p>	<p>Application, interview</p>
<p>Other</p> <p>1. Possession of a driving licence, (D)</p> <p>2. Ability and willingness to work flexibly (occasional evenings and weekends) to meet the needs of the business (E)</p> <p>3. Commitment to Equality and Diversity - awareness of relevant legislation. (E)</p>	<p>Sight/copy of driving Licence</p> <p>Interview</p> <p>Interview</p>

This job description information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.