
Recruitment information

Job description and person specification

Your title	Administration Officer
Your team	Asset Management & Property Services
You would be based	Civic Centre, High Street, Esher



Elmbridge

Borough Council

... bridging the communities ...



About the role

You will be working in the Asset Management and Property Services team which deals with the day-to-day running and maintenance of the council's operational and investments property assets. This includes the Civic Centre itself, our Centres for the Community and property throughout Elmbridge.

The team comprises of both estates and building surveyors, as well as and facilities professionals.

The main purpose of the role:

- You will assist with the day-to-day running administration operations within the Asset Management and Property Services team
 - You will provide daily administrative support to the team as described below
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Specific duties and responsibilities

General:

Examples of the admin support you will provide include:

- Answering calls and redirecting/taking messages
- Ensure record of team contact details and structure chart are up-to-date
- Diary management for the team
- Keeping up to date schedule of mandatory training for the team
- Running the Tech Forge Help desk and ensuring the Team complete tasks allocated
- Invoice management for the team including the spreadsheet of costs against charge
- Assisting with the running cost of energy and carbon footprint management over the whole of the operational estate
- Attend and participate in corporate meetings and working groups

Help desk:

The AMPs team has a help desk to support with any facilities issues in all of our operational buildings. We will help you learn and understand the system to allow you to support users and the rest of the team. Examples of specific tasks below:

- Receiving and assigning new help calls to relevant surveyor/manager
- Generating and sending reports when required
- Creating custom report templates
- Liaising with ICT to troubleshoot connection problems between staff intranet and TF

- Help others to use the system
- Ensuring invoices match purchase order for the works required

Room bookings:

The team runs a room booking system for the Civic Centre and other locations. We will help you to learn and understand the system, allowing you to,

- Blockout rooms for maintenance and for set up of council events
- Editing others' bookings: changing times, rooms, layout, catering and equipment provisions

Access control system:

Our team manages access to the Civic Centre and as part of your role you will,

- Issue temporary passes to contractors and staff
- Create pass templates
- and maintain system records

Sustainability reporting:

We also monitor the energy use in our buildings. You will help us to,

- Compile energy use records from utility invoices and other teams' records
- submit data for displayed energy certificates (DEC)
- and display and update DEC certificates in reception

Purchasing invoicing and finance:

To follow the teams processes in administering contractor orders to ensure that all payments are submitted on time.

Finance:

- Acting as third party for the finance team by preparing cheques to be posted/issued to other departments for them to post, and keeping records
- Raising Purchase Orders
- Ensuring supplier invoices are passed through finance for processing, with awareness of payments terms and exceptions
- Identifying and reporting/correcting errors on invoices
- Submitting invoices for authorisation for payment
- Running reports against specific services or supplier

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Administration Officer **Grade: S4**

Team: Asset Management & Property Services **Hours: 36 per week**

Salary: £21,955 - £24,277 **Car Allowance: N/A**

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education		
GCSE IGCSE Maths and English	E	(A)(I)
Recognised qualification in business administration and/or IT	D	

Experience		
Proven skills in team working	E	(A)(I)
Self-motivated and adaptable	E	(A)(I)
Planning and management of resources	D	
Experience of prioritising workload, time management and dealing with conflicting priorities	E	(A)(I)
Experience of maintaining comprehensive records	E	(A)(I)

Knowledge, skills and abilities		
Knowledge of software programme and database management	E	(A)(I)
Knowledge of general office practices and procedures	E	(A)(I)
Knowledge of general IT systems and applications including spreadsheets, word processing and databases and administrative skills	E	(A)(I)
Ability to identify problems and suggest solutions	E	(A)(I)
Ability to communicate effectively with internal and external contacts at all levels	E	(A)(I)
Ability to remain calm under pressure	E	(A)(I)
Property knowledge	D	

Special requirements		
Ability to work as part of a team and on own initiative	E	(A)(I)
Pleasant and friendly manner and ability to get on with people at all levels	E	(A)(I)
Willingness to work flexibly	E	(A)(I)