# JOB

# OUTLINE

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| **Dept:** Environment and Property | | **Section:** Operational Property | |
| **Post No:** EPOP01004 | **Designation:** Senior Admin and Systems Officer | | **Grade:** 8 |

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| **Purpose of Job:**  To supervise the work of a small team with responsibility for the provision of administrative and systems support for the Operational Property Service, working in liaison with colleagues in other sections within the Directorate as required. To assist in the effective delivery of the management and maintenance of Council owned property. |
| **Main Duties/Responsibilities:**   * To supervise the work of the Operational Property administration team ensuring an efficient and effective service delivery. * To act as first point of contact for the Operational Property service, dealing with incoming reports of faults and other requests. * To be the section’s system administrator for the specialist property management software system, currently Civica Property Management (CPM). To upload data, manage and maintain its functionality and ensure that appropriate staff have access to it as required. * To train or arrange training for colleagues and contractors/suppliers in the use of the CPM software as required. To include setting parameters, document templates, job scheduling, exception reports, KPIs, and the setting of new users and security levels. * To raise work instructions utilising the CPM software, allocate to the appropriate internal personnel or external contractor and supply the necessary information to the Operational Property Manager for approval by internal and external clients as required. * To accept and process a range of instructions via CPM from Investment Property to include void inspections, requests for repair to property etc. * To control, process and maintain all job costs and associated processes and documentation. * To set up and run a range of management reports from CPM as and when required. * To monitor and review the effectiveness of systems generally within the service, working in consultation with users and ICT to find ways to improve and develop service delivery. * To assist with monitoring the performance of the service including the recording and use of statistics and completion of specialised data packages. * To update the corporate performance management system, producing reports as required. * To assist with maintaining document and data retention in line with GDPR and Data Protection requirements and Council policy. * To be an administrator for the iTrent and Kelio time-recording systems for the Operational Property craft staff and to produce management reports for the Section. * To manage the issuing of Access Cards for the Authority. * To have budget responsibility for equipment and office operations. * To assist with the provision of uniform and equipment for staff and management, including stock control, sourcing and purchasing of items. * To process recharges and debtor invoices for the Section. * To process purchase orders and invoices for the Section, managing and maintaining all associated files using the integrated Civica Financials with CPM. * To process creditor invoices for payment and assist in the management of outstanding commitments using the integrated Civica Financials with CPM. * To ensure proper handling of ‘cash’ income, including the issuing of associated receipts. * To be a Safe key holder & be responsible for weekly cashing up and petty cash. * To assist with year-end budget processes. * To liaise with internal colleagues, other departments and external contractors, clients Councillors and residents as and when required. * To carry out other general administrative duties including the use of ICT systems, the maintenance of website and intranet content, the upkeep of various databases e.g. energy usage, CO2 emissions, vehicle database etc. |
| **In addition, other duties at the same level of responsibility may be allocated at any time**    **Date Produced: April 2025** |