**Job Title** Assistant Estates Officer

**Reports to** Estates Officer

**Job Purpose**

The person in this role will support the Estates Officer by being a first point of contact for incoming enquiries concerning repairs. They will provide an excellent level of customer service, both to our tenants and internal key stakeholders through their effective administration of the property management system and provision of general assistance to the Estates Officer and wider Buildings team.

**Key Tasks and Responsibilities**

* Responsible for maintaining the property management system, ensuring all data entered is accurate and up to date.
* Manage all incoming calls and correspondence relating to repairs and respond in a timely manner.
* Manage property inspections and planned repairs, liaising with tenants, tradespersons and all other key stakeholders.
* Responsible for ensuring ongoing property management requirements are met, including routine and emergency repairs, by booking required trades for various repairs and maintenance in a cost effective and timely manner.
* Responsible for the prioritisation of repairs, ensuring the Estates Officer is kept regularly informed and updated on any urgent requirements.
* Maintain an accurate record of all expenditure and produce detailed reports when required.
* Ensure all tenancy paperwork and legal inspection paperwork is up to date and correctly recorded, e.g. Insurance, Gas Safe Certification, PAT Testing, etc. scheduling renewal and review when required.
* Create and issue a variety of written communication to tenants both scheduled and ad hoc, e.g. rent notices, repair matters.
* Undertake occasional visits to properties in the local area.
* Generate reports as and when required.
* Assist with any other ad hoc general office administration.

**Stakeholders**

The Assistant Estates Officer will have the ability to work independently as well as part of a team. Key stakeholders include, but are not limited to:

* The Buildings Department

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* Excellent communication skills, both written and verbal with the ability to liaise with a wide variety of people.
* A good level of computer literacy is essential including Excel, or some book-keeping experience would be desirable.
* Previous experience of having used a data management system.
* Excellent attention to detail, with good literacy and numeracy skills.
* The ability to work independently and using own initiative.
* Previous experience of having worked in Property Management would be an advantage.
* Previous experience of providing customer service an advantage
* A clean drivers licence and own transport would be helpful

**Potential Career Progression**

There is the possibility of moving into other roles within the wider College environment, depending on the particular skills and experience of the incumbent.