



COUNCIL OF THE ISLES OF SCILLY

ROLE PROFILE

Role Profile					
Job Title	Corporate Property and Assets Assistant	Job No. (Office Use)		Grade (Office Use)	3
Business Unit	Place, Economy and Environment				
Team	Corporate Property and Assets				
Reports to (Job Title)	Head of Asset Management and Development				
Location	Isles of Scilly		Shift Pattern	As required	
DBS check required	No				

Job Purpose	As a member of the Place, Economy and Environment Directorate, support in the cost effective, robust and customer focused delivery of the Council of the Isles of Scilly's corporate property service with a view to supporting business improvement. This is a front line role, with a high degree of contact and influence with external and internal stakeholders. Relationships will need to be built in order to enhance the reputation of the council and actions/recommendations will directly affect the achievement of operational targets and objectives and have a potential financial and reputational risk to the council. Provide technical and practical knowledge and experience of the operational requirements of the service with a focus on providing an efficient, responsive and sensitive commercial property management service and assist in the administration and management of assets. Specific duties will include: • Advertise, market and identify all pre lets on the Porthmellon Innovation and Enterprise Centre • Assist in managing the corporate and commercial estate on a day-to-day basis
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	• Support tenants and refer to other support mechanisms where appropriate; • manage and maintain the commercial assets register and administer all leases, sales and acquisitions; • allocations and tenancy agreements for all commercial property owned and managed by the Council and in accordance with legislative and statutory requirements and Council policy; • manage the buildings and ensure all maintenance is regularly undertaken; • Ensure a rolling programme of all legislative checks of buildings is undertaken on a rolling basis. • Support the management of the commercial property budget; • Invoice rents as required; • Manage all income from leased assets; • implementing effective communications with Council tenants to engender cost effective workspace management (including undertaking regular tenant satisfaction surveys and arranging meetings) and dealing with complaints and disputes to ensure that they are expeditiously resolved; • enforce tenancy conditions and assist in the control and recovery of rent arrears; • Support the wider Strategic Development Team where required.
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Autonomy and Accountability	Working within an operational and regulatory framework which governs the management and administration of local authorities. The work will be guided by established procedures in respect of service delivery. Escalation to Senior Officers and/or Managers will be necessary where established procedures or case precedents do not exist. Recommendations and, within agreed delegated authorities, decisions are required which are not bound by formal procedures and may include those relating to project performance and risk management. Responsible for decision making on a broad variety of matters within own work area, ensuring that in making decisions a range of options are explored and that risks and resource implications are taken full account of.
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	Balancing of competing priorities arising from the delivery of a diverse work area. This will include: • The resolution of project specific issues which enable the service to meet its performance objectives. • Identifying and mitigating risk at project or portfolio level arising from performance, compliance, finance or capacity. Seeking out creative and practical options to resolve issues, within the regulatory constraints of public service and brokering solutions to cross unit working, to ensure balance of workloads.
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Relationships and Communications	Interpersonal and communication skills are required to build and maintain good working relationships with external organisations and tenants, elected Members and the community. Negotiating skills are required to support collection of rents and ensure legislation and regulations are appropriately applied to the Council's workspace. Support the implementation of the Council's corporate communication Strategy. Ensure that this strategy is fully implemented and that high quality communications materials are produced and developed to inform the Council's communications activity. Take into consideration a range of stakeholder perspectives, utilising this intelligence to inform policy and approach. Initiate consultation and feedback. Maintain effective relationships with a wide range of Council officers, stakeholders and key partners to ensure that project/portfolio level issues are progressed and dealt with effectively and in a timely and efficient manner and that action is in line with Council policy. Exchange information with internal and external stakeholders, including complex or unpopular decisions, in accordance with agreed Council communication lines. Represent the Council in local level forums and too tenants.
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Management of Resources	Contribute towards the delivery of core Council services and significant investment programmes. The role will involve monitoring achievements against planned activity. Due to the cyclical nature of council work, the role will involve ensuring that the team responds to organisational changes in a way that does not compromise operational viability. This will include maintaining momentum and motivation, providing team members with the necessary support and capabilities to adapt to changes in working. Strong motivational drive and enthusiasm is required.
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Working Conditions and Demands	Prioritise conflicting demands. Ensure that reports and performance information including financial information is presented to the relevant Senior Officer. Manage flexible workload at different stages of the year. Handle commercially sensitive/protected information and data.
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Experience, Knowledge and Qualifications	Essential • NVQ Level 3 or equivalent experience. • Experience of commercial property or willingness to study • Proven successful delivery of administrating and operating local authorities processes to achieve objectives. • Working knowledge of legislation and policy related to responsible area and of good practice. • Financial and commercial awareness • Excellent Customer Service • Experience of a very proactive reception function Desirable • Experience of operational delivery.
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Corporate Standards	• In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. • Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. • Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. • Undertake all duties with due regard to the corporate equalities policy and relevant legislation.
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