

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Technical Officer - Corporate Estate & Development
Service Area / Team	Corporate Estate & Development
Reports to	Development Project Manager
Post Number	TBC
Grade & Annual Salary	Grade E / F (Dependent on qualifications and experience)
Politically Restricted Post	No
DBS Requirement	N/A

JOB PURPOSE

You will be working as a pivotal member of the council's Corporate Estate & Development team which manages the property service delivery of the corporate (i.e. non-housing) portfolio as well as housing development and regeneration projects. Your day-to-day work will involve:

- Providing technical, business, and financial support to the Corporate Estate & Development team, enabling efficient delivery of the team's property and development functions.
- Maintaining and updating property records and systems, ensuring data integrity and compliance.
- Acting as the first point of contact for customer and contractor queries.
- Supporting digital initiatives and process improvements across the team.
- Take the lead implementing the new software systems across the team, including providing software system training, data reports and assistance on this to colleagues and stakeholders.
- Providing project management support to the team to deliver capital projects.

The Technical Officer - Corporate Estate & Development has a crucial role in providing essential technical, business, and financial support to the Corporate Estate & Development team. This role enables effective delivery of the corporate property service, ensuring compliance with relevant regulations and statutes, and contributes to the continuous improvement of business processes.

This role will be pivotal in maintaining data integrity, supporting business operation, and enhancing service delivery. This postholder should have a keen eye for detail, strong organisational skills, and the ability to collaborate with different teams to ensure that data-driven decisions are accurate and timely. The postholder will lead on a range of specific technical support functions to contribute towards the provision of an effective corporate property service with a particular focus on data management. This will involve provision of information, reports and advice on the management and performance of the council's corporate assets.

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
<ul style="list-style-type: none"> The role will be responsible for a range of financial business support activities e.g. budget monitoring information, processing lease completion data, monitoring of rent data, and oversight of ongoing business rates service, debtors, and providing insightful operational analysis where required. 	Ongoing
<ul style="list-style-type: none"> Process administration of property transactions in accordance with agreed practice and authorisation processes. 	As required
<ul style="list-style-type: none"> Act as the first point of contact for colleague, customer and contractor queries, ensuring efficient and effective communication and resolution of any issues. 	Daily
<ul style="list-style-type: none"> Ensure that the council's assets meet statutory guidelines with regards to energy performance by arranging energy performance and display energy certificates for corporate assets. To ensure that display energy certificates are presented and updated in a timely manner to ensure compliance with government guidelines. 	Ongoing
<ul style="list-style-type: none"> Maintain and update records in property systems, ensuring the validity and integrity of data across various systems and databases. Ensure records are accurate, accessible, and compliant with information governance requirements and enable measurement of asset performance. This will also include publication of council estates data where required e.g. Transparency and InSite. 	As required
<ul style="list-style-type: none"> Coordinate with different teams to gather and validate data, ensuring that colleagues are provided with accurate and timely information on which to make decisions. This should include assisting the Finance team with the annual capital valuation of assets including responses to accounting and audit queries. It will also include coordinating responses to property related Freedom of Information Act requests. 	Ongoing
<ul style="list-style-type: none"> Lead on debt recovery on behalf of the property team including oversee debtor queries, resolve or escalate dependent on issue, and produce debtor reports. Ensure tenants payments are made by monitoring and meeting with the council's Corporate Debt 	As required

team to regularly review outstanding debt and supporting actions to recover.	
<ul style="list-style-type: none"> Assist with implementation of new digital initiatives, particularly implementation of the new asset management software system. To include the creation, review and updating of process guides, user acceptance testing, and other tasks as required. 	Ongoing
<ul style="list-style-type: none"> Act as a focal point of contact for property and project support and systems related queries, providing advice and guidance to various stakeholders within the organisation. 	Daily
<ul style="list-style-type: none"> Be responsible for managing and validating data, preparing regular and ad hoc reports for various stakeholders, including those related to asset performance e.g. running costs, valuations and income. 	Ongoing
<ul style="list-style-type: none"> Maintain effective communications with members of the public, tenants, staff, elected members and external organisations. 	Daily
<ul style="list-style-type: none"> Continually review and develop the asset management software and provide training and assistance to various stakeholders in the operation of property related processes, systems or new technology. 	Ongoing
<ul style="list-style-type: none"> Perform regular system administration and maintenance tasks, including user set up, to ensure data compliance and accuracy and other tasks as required. 	As required
<ul style="list-style-type: none"> Monitor the shared team email inboxes, determine and recommend the most appropriate response or course of action in relation to property enquiries, and promptly action emails to communicate efficient responses. 	Daily
<ul style="list-style-type: none"> Provide project management support to the Development Team to assist with the delivery of capital projects. 	As required
<ul style="list-style-type: none"> Provide generic support across the council's property functions when required. 	As required
<ul style="list-style-type: none"> Where required, provide support to the team's managers through: <ul style="list-style-type: none"> Arranging meetings Managing calendars Assisting with drafting letters/responses to property related queries Assisting in preparing meeting agendas Project information management Reading meters Site visits 	As required
<ul style="list-style-type: none"> The postholder will review operational systems and business processes, identifying opportunities for improvement, and recommending changes to the Estates & Assets Manager. 	Ongoing
<ul style="list-style-type: none"> Project-lead asset related improvement projects liaising with internal teams within the council and external stakeholders where required. 	As required

<ul style="list-style-type: none"> • Co-ordination of quarterly project board meetings. 	Quarterly
<p><i>Council Energy Use:</i></p> <ul style="list-style-type: none"> • Assist with management of utilities providers for the council's corporate assets, managing the current energy management system to ensure data is recorded in an accurate and timely fashion. • Targeting and monitoring energy use and working with Buildings Manager to ensure data is accurate and correct usage for type of asset. • Working with Climate Change officer for the potential to combine systems across the council to record all data centrally. • To implement EDI to assist council recording accurate data. 	Ongoing / As required
<p><i>Facilities Management:</i></p> <ul style="list-style-type: none"> • Act as a key contact in relation the council's waste contract for Civic Centre. Working with colleagues, ensure compliance with latest regulations. • Role as the tenant contact for the Civic Centre, advising and liaising with tenants where necessary. 	Daily
<ul style="list-style-type: none"> • Maintain a good working knowledge of the council's corporate land and property assets and undertake inspections as required including assistance with surveys. 	Ongoing
<ul style="list-style-type: none"> • Liaise and collaborate with other council officers, councillors, tenants, contractors, solicitors, agents, and members of the public, in performing the duties of this post by telephone, in writing and in person. 	Ongoing
<ul style="list-style-type: none"> • Ensure that the council's land and property assets meet all relevant statutory compliance requirements and keep appropriate records as required. 	Ongoing
<ul style="list-style-type: none"> • Take the lead on advising and guiding on changes to relevant legislation e.g. the Energy Performance of Buildings Directive and health & safety, and how these will impact the council's property portfolio. Ensure legislative changes are understood by the wider team and navigated appropriately to enable implementation of the team's strategic objectives. This will include preparing briefing notes and procedural documents to guide the team on adherence with policy. 	As required
<ul style="list-style-type: none"> • Following changes to the portfolio, provide all necessary information to all relevant Council officers to enable them to update their records. 	As required

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training to help protect children and vulnerable adults within the district.
- Comply with legislation, council policies and procedures including GDPR, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and participate in Emergency Planning activities as required.
- Actively demonstrate the values and behaviours of the council.
- Ensure our customers are valued by taking into account their views and needs in all that we do.
- Contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- Communicate openly and honestly with colleagues, members and customers.
- Undergo any training necessary to be able to fulfil the requirements of the job.
- Carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

	<p>Desirable (Level 2)</p> <ul style="list-style-type: none"> • Experience in implementing new technology • Proven experience in data management • Experience in local government • Detailed knowledge of all relevant legislation • Knowledge of public sector procurement practice • Experience in preparing and generating reports for various stakeholders • Experience in liaising with various stakeholders at differing levels to provide a range of comprehensive support functions • Experience in troubleshooting and resolving data-related issues • Experience in using Asset Management Systems • Project management experience 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Skills and Abilities</p>	<p>Essential (Level 1 & 2)</p> <ul style="list-style-type: none"> • Ensure data accuracy with meticulous attention to detail and conscientiousness. • Proficiency in using Microsoft Office Suite, particularly Excel, Word, and Outlook. • Strong organisational and time management skills. • Ability to communicate effectively and confidently with stakeholders at various levels of the organisation, both internally and externally. • Effective interpersonal skills. • Ability to prioritise conflicting work demands and meet deadlines. • Ability to work collaboratively with diverse teams • Demonstrates an ability to use own initiative when required but also work effectively as part of a team. • Demonstrates proactivity and the ability to work independently. Shows a willingness to learn from others and seek assistance when needed, while taking responsibility for their own work. • Ability to administrate meetings, including minute taking and agenda preparation 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	

	<ul style="list-style-type: none"> • Problem-solving skills and ability to think critically. • Ability to provide training and support to staff • Ability to organise and prioritise workload and competing demands effectively to meet deadlines and maintain high standards at all times. • Ability to work as part of a team and on own initiative, taking responsibility for personal workload and actions. • Flexible, adaptable and receptive to new initiatives and change. • Excellent customer service skills and the ability to offer customers an effective, efficient and consistent service. • Ability to travel within the district of Folkestone & Hythe in an effective and efficient manner. 	✓	✓ ✓ ✓ ✓ ✓ ✓	
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