

Job Title	Property Technical Support Assistant		
Directorate	Community, Place & Economy		
Reporting to	Property Technical Support Team Leader		
Grade	Grade 14		
Evaluation ref:	TR0149	Job Family ref:	
Role purpose			
The Property Technical Support Assistant has a crucial role in providing essential technical, business and financial support to property teams. This role enables the delivery of property functions, ensures compliance with relevant regulations, and contributes to the continuous improvement of business processes. The activities that this role undertakes will support in enabling various property teams to maintain a health and safety compliant estate. By supporting the council's property functions the postholder helps to enhance the overall efficiency and effectiveness of service delivery. This role is pivotal in maintaining data integrity, supporting business operations, and enhancing service delivery. The individual will ensure the efficient and effective management of data. The postholder may lead on a range of specific technical support functions. This role requires a keen eye for detail, strong organisational skills, and the ability to work collaboratively with different teams to ensure that data-driven decisions are accurate and timely.			
Accountabilities/Responsibilities			
• The role will be responsible for a range of financial business support activities on behalf of property teams and schools e.g. budget monitoring, income allocation, processing invoices, allocation and monitoring of costs between departments, providing insightful operational analysis. • Process financial transactions in accordance with agreed practice and authorisation processes, e.g., Accounts Payable transactions, Accounts Receivable transactions. Contributes to effective budget management through administration of purchase orders, recording Product Receipt Notes (PRNs), and direct coding invoices for a range of property related expenditure. • Act as the first point of contact for supplier/customer queries related to purchase orders and invoices, ensuring efficient and effective communication and resolution of issues. • Ensure compliance with all relevant financial regulations and policies. • Maintain and update records in property systems, ensuring the validity and integrity of data across various systems and databases. Ensures records are accurate, accessible and compliant with information governance requirements. • Lead on debt recovery on behalf of property functions.			

- Assist in the development and implementation of new digital initiatives, including the creation, review and updating of process guides, user acceptance testing, and other tasks as required.
- Act as a focal point of contact for business support and systems related queries, providing advice and guidance to various stakeholders within the organisation.
- The postholder will be responsible for managing and validating data, preparing regular and ad hoc reports for various stakeholders including senior management, schools and external parties.
- Coordinate with different teams to gather and validate data, ensuring that senior colleagues are provided with accurate and timely information on which to take their decisions.
- Provide training and assistance to various stakeholders in the operation of property related processes, systems or new technology.
- Perform regular system administration and maintenance tasks, including user set up, reconciliations, and other tasks as required.
- Monitor the shared team mailboxes during assigned rota periods, promptly actioning emails as required to ensure timely and efficient communication.
- Provide generic support across the council's property functions when required.
- Where required, provide support to the council's property function's senior managers through:
 - Arranging meetings
 - Managing calendars
 - Assisting with drafting letters/replies to queries or complaints
 - Assisting in preparing meeting agendas
 - Project information management
- The postholder will review operational systems and business processes in the light of the Council's Operation model, identifying opportunities for improvement, and recommending changes to the Property Technical Support Team Leader. May carry the lead responsibility for specific well-defined aspects of business development projects.
- Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Impact

Contacts & Relationships

- Work closely with operational members of staff and senior management, providing a range of technical support functions.
- Work closely with the Property department's Finance Business Partner in relation to budget monitoring and providing financial information.
- Liaise and co-ordinate activities with colleagues across different teams, services, and departments working collaboratively.
- Build positive working relationships with external contractors, suppliers, schools and customers to ensure that queries are dealt with effectively and efficiently.

Resources

- Work as part of a team providing technical support to over 70 Property staff
- Work with various systems including financial management system, asset management system, in house solutions, and others as required
- The property portfolio is circa 290 properties, and the support that the team provides enables the property team to ensure that the Council's corporate and school estate is compliant (as of January 2025)

Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
Understanding of financial management principles and practices.	X	
Familiarity with finance systems	X	
Knowledge of data protection knowledge and compliance	X	
Knowledge of procurement processes.		X
Understanding of data management principles and practices.		X
Understanding of business process improvement techniques.		X
Knowledge of local government financial regulations		X
Familiarity with asset management systems		X
Experience		
Proven experience in business/technical/finance support roles	X	
Experience in using finance systems	X	
Experience in implementing new technology		X
Proven experience in data management		X
Experience in preparing and generating reports for various stakeholders		X
Experience in liaising with various stakeholders at differing levels to provide a range of comprehensive support functions		X
Experience in troubleshooting and resolving data-related issues.		X
Experience in using Asset Management Systems.		X
Qualifications / Registrations / Certifications		
Educated to GCSE / O Level standard (Level 4 / Grade C or equivalent), including English and Maths	X	
Qualification in Business Administration, Data Management, Finance, or a related field		X
Trained or certificated in Data Protection Legislation		X

Skills		
Ensure data accuracy with meticulous attention to detail and conscientiousness.	X	
Proficiency in using Microsoft Office Suite, particularly Excel, Word, SharePoint and Outlook.	X	
Strong organisational and time management skills.	X	
Ability to communicate effectively and confidently with stakeholders at various levels of the organisation, both internally and externally. Effective interpersonal skills.	X	
Have an ability to prioritise conflicting work demands and meet deadlines.	X	
Ability to work collaboratively with diverse teams	X	
Demonstrates an ability to use own initiative when required but also work effectively as part of a team.	X	
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.	X	
Ability to administrate meetings, including minute taking and agenda preparation		X
Problem-solving skills and ability to think critically.		X
Creative thinking and ability to contribute to service development		X
Ability to provide training and support to staff.		X
Working Conditions		
Postholder will be expected to work flexibly to fit the demands and requirements of the role, which will include occasional travel for team meetings		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities/Responsibilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		