



Role Profile

Assistant Co-ordinator (Property Management)			
Reference No.	I618.01	Type	Individual
Service	Economy, Planning & Employability		
Job Family	Para Professional	Grade	FC6

Purpose
To assist Lead Officer – property management, on the day to day facility & property management of Economy Planning & Employability Service (EPES) business property portfolio. The delivery of a range of high quality Facility & Property Management services to assist and encourage companies to start-up, grow and relocate into Fife. Working in partnership with other Services within Fife Council and external Service providers and other organisations in the business support network.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Acting as first point of contact for companies looking to establish, retain presence or expand within Fife and developing relationship management protocols in accordance with agreed customer engagement policies.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
The postholder should possess SVQ Level 3 or equivalent eg HNC in a relevant subject such as facility management.	✓	
Property Management background or working towards qualifications		✓
Ability to provide a regular and effective service	✓	

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Acting as first point of contact for companies during lease periods of business space from Fife Council and developing relationship management protocols in accordance with agreed customer engagement policies	Dealing with private sector, consultants and members of the public (Focus on Customers – see how we work matters framework)	✓	
Assisting the Lead Officer with all Facility & Property Management Services in relation to business property portfolio	Experience of working to deadlines and in a disciplined manner	✓	
Recording and monitoring activity and performance against agreed targets	Communication skills both written and verbal	✓	
Supporting the Lead Officer with budget management and monitoring	Good working knowledge of related current legislation, government guidance and practices	✓	
Assisting the Lead Officer and Invest in Fife Partners to promote Fife as an opportunity for business establishment / growth	Networking skills		✓
Assisting the Lead Officer – Investment; Lead Officer - Infrastructure and Lead Officer – Business Land & Property in the projects associated within inward investment and Capital projects and the associated management of Development Land assets within the Enterprise, Planning & Protective Services portfolio.	Report writing, taking notes of meetings		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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<p><u>Facility Management</u></p> <p>Assisting the Lead Officer – Property Management through the day to day management / co-ordination of Facility Management provision in relation to the business properties in the Economy, Planning & Employability Services portfolio</p>			
<p>Preparing, issuing and monitoring requests for repairs & minor works for all tenanted / vacant premises</p>	<p>Organisational skills (Deliver results – See “How we Work Matters’ Framework)</p>	<p>✓</p>	
<p>Undertaking weekly/periodic property inspections for assigned business properties (industrial/offices/business centres) to assist with property maintenance and planned maintenance planning.</p>	<p>Manual Handling skills</p>	<p>✓</p>	
<p>Assisting with the management and monitoring of Service contracts relating to the property portfolio, to ensure contract compliance in line with Service level agreements and contract particulars and ensure Best Value is maintained throughout the portfolio, in conjunction with Property and Procurement Services, where appropriate.</p>	<p>Problem solving skills (Take ownership)</p> <p>Highly motivated and able to work on own initiative</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Monitoring and collating the Health & Safety requirements in relation to the Business Property portfolio, including Asbestos Monitoring, Legionella Management, Energy Performance Certificates, Hard Wire Testing, Gas Supply and Heating Maintenance, Fire System testing and Fire Assessments, Risk Assessments, including assisting with management and monitoring of all external H & S contracts as required, in line with service level agreements and contract particulars.</p>	<p>Working knowledge Health and Safety legislation</p> <p>Legionella Water Quality Training</p> <p>Asbestos Training</p> <p>IOSH Training</p>	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p><u>Property Management</u></p> <p>Assisting the Lead Officer – Property Management, through the day to day management/co-ordination of Property Management provision in relation to the business properties in the Economy, Planning & Employability Services portfolio.</p>	<p>Customer care skills</p> <p>Communication skills</p>	<p>✓</p> <p>✓</p>	

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<p>Provision of initial rental, service charge, lease terms and other property details relating to vacant premises.</p>	<p>Knowledge of Office Software packages, including Word and Excel</p> <p>IT skills (Embrace technology and information)</p>	<p>✓</p> <p>✓</p>	
<p>Co-ordinating the completion of tenancy application form, including background financial and reference checks.</p>			
<p>Instructing Estates Service (or external contractor) and or Legal Services accordingly in order to draw up appropriate lease terms.</p>			
<p>Assisting with condition/dilapidation surveys for all properties as and when required in conjunction with Estate Service (or external contractor)</p>			
<p>Liaising with tenants at commencement/termination of lease in line with entry/egress procedures and throughout the lease term.</p>	<p>Administrative skills</p> <p>Experience of dealing with people and challenging situations</p>	<p>✓</p> <p>✓</p>	
<p>Assisting with the ongoing marketing of vacant business property through external/internal websites, the maintenance of the Council's and Services information systems and the compilation of publications/literature, where required.</p>			
<p>Assisting the Lead Officer – Property Management in the control and monitoring of all financial expenditure/income through Fife Council ERP system, including the reconciliation of all expenditure/income, raising of invoice requests and including the control, monitoring and reconciliation of Service Charges in relation to the business property portfolio.</p>	<p>Prioritisation skills</p> <p>Experience of responding positively under pressure</p> <p>Experience of maintaining confidentiality</p> <p>Numeracy skills</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Assisting the Lead Officer – Property Management in relation to debt management of the tenancies within the business property portfolio.</p>			

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Assisting with the collation of Non Domestic Rates and NDR empty property rates relief in relation to the business property portfolio.

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results