



Job Description

Corporate Services and Strategy Division

Post Title	Estates Support Assistant		
Post Number	BG09179	Grade	Grade 4 £17,333 - £19,817
Base	Civic Centre	Hours of Work	37 hrs per week
Car User Allowance	Casual	Disclosure	None
Contact	Team Leader – Estates and Valuation	Updated	March, 2014,

Principal Job Purpose

Responsible to: Team Leader – Estates and Valuation

Responsible for: Assisting in the management of the Council's landed assets and to process and assess applications to purchase and lease Council land and process compensation claims .

Principal Accountabilities

1. To process and assess applications to purchase and lease council land and to process and grant tenancies and agricultural licences.
2. To process statutory claims for compensation relating to the council's functions (manage the process of receipt of applications, prepare files for valuers to inspect, seek approval to compensation and instruct legal).
3. To assist with and when appropriate set out garage sites, garden land etc.
4. Prepare reports on applications for the use and development of Council owned land.
5. Deal with Boundary issues and unauthorised use of land e.g. – property encroachments / travellers.

6. Liaise with technical services / regeneration / leisure / community services over works to Council land.
7. Keep and monitor income / expenditure records in respect of the estates maintenance of land budget particular relating to rental income and expenditure relating to works on land.
8. Manage Land Registry Direct payments through the Council's stand alone bank account and to reconcile both.
9. To undertake clerical duties, ensuring all case files are kept up to date, collect and input property related data in relevant databases.
10. Conduct site visits to inspect areas subject to land applications and discuss requests to use land with applicants.
11. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
12. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
13. To carry out any other relevant duties as may, from time to time, be required by the Head of Estates and Strategic Asset Management

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
Qualified to NVQ Level III in Business Administration, or equivalent.	Essential	✓			
Experience of working within an office environment.	Essential	✓	✓		✓
Experience of preparing written reports.	Essential	✓			✓
Experience of using Microsoft Office applications and the use of computerised information systems and handling of data.	Essential	✓			✓
Possession of a recognised computer qualification such as CLAIT, ECDL..	Desirable	✓			
Other experience					
Experience of dealing with customer queries and providing information.	Essential	✓	✓		✓
Experience of working in a Local Authority / Public Sector Estate Management Environment	Desirable	✓	✓		✓
Knowledge/Skills					
The ability to interpret Ordnance Survey plans.	Desirable	✓			✓

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full driving licence and access to a vehicle for work purposes.	Essential	✓			

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		✓		✓

	Involves line manager/colleagues in setting and meeting targets		✓		✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible	✓ E			✓
	Seeks help if workload becomes unmanageable		✓		✓
	Uses initiative to report issues that arise that impact on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better	✓ E			✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service	✓ E			✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓

	Is respectful, courteous and helpful at all times		✓		✓
--	---	--	---	--	---

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests	✓ E			✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary	✓ E			✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation			✓	