Job Profile Information: Property Administrator

This job profile information for Property Administrator is for guidance for and must be used in conjunction with the Job Capsule for Job Level 2 Zone 2.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Support the Property Management team to effectively organise and administrate data for contracted works and internal service areas. Support contract management in the recording, updating and processing of works/documents on the systems. The post holder will assist in the day to day administration, inputting data, enquiries and correspondence for programmes of work, repairs and contracted works across the Property Management Division.

Example outcomes or objectives that this role will deliver:

- Provide an effective administrative support function based in the Property Management division ensuring that full support is provided in a consistent and professional manner.
- Provide an effective contract support function across all teams within Property Management ensuring that full support is provided in a consistent and professional manner. Ensuring that staff absences are covered through the team's knowledge of all areas of work.
- To provide a support to the team in organising effective management of contract and service area requirements
- To positively contribute to the development of the team and accessibility for advice and guidance to other teams across the division and further afield.
- To maintain and update systems for relevant service area within Property Services including but not limited to repairs and operations, capital works, void properties and contracted services.
- Accurately update and maintain the property records relating to compliance and completed works including document management and processing of certification.
- To assist in the pro-active provision of a full office management function ensuring all equipment and facilities are maintained and all consumables replenished and available as required.

- To assist in coordinating communication and correspondence for service area to support effective property management delivery.

People Management Responsibilities:

- This role has no direct reports.

Relationships:

- Communicating with internal staff across all levels, residents, Tenant and Resident Associations (TRAs), Members, consultants and contractors in relation to Property Services.

Work Environment:

- Hot desk environment office based.

Technical Knowledge and Experience

- Intermediate MS Excel and MS Word
- Experience of working in a busy office environment and able to manage workload and prioritise effectively
- Ability to produce reports of outstanding actions in clear formats
- Good record management skills
- Ability to work pro-actively to solve problems.
- Ability to develop good working relationships and effective negotiation and communication skills
- Ability to administer documents and certification within process and with close attention to detail in recording and inputting data
- Ability to liaise with other teams as required including monitoring legal action for non-access and instigating Housing Investigations, when appropriate.
- Good understanding of ICT systems and software packages

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking HERE

Chart Structure

Head of Strategic Asset Management and Compliance

Property Data, Programmes and Systems Team Leader x1
L6 Z1

Property Data Manager x1 L4 Z2	Gas Safety Enforcement Officer x1 L3 Z1	Capital Programme Coordinator x1 L3 Z1	Capital Programme Analyst x1 L4 Z2	Compliance Data Officer x2 L3 Z2

Lead Property Data Officer x1 L3 Z2	Property Data Officer x2 L3 Z1	Property Administrator (Data & Systems) x5 L2 Z2	Assistant Property Data Officer x2 L1 Z3