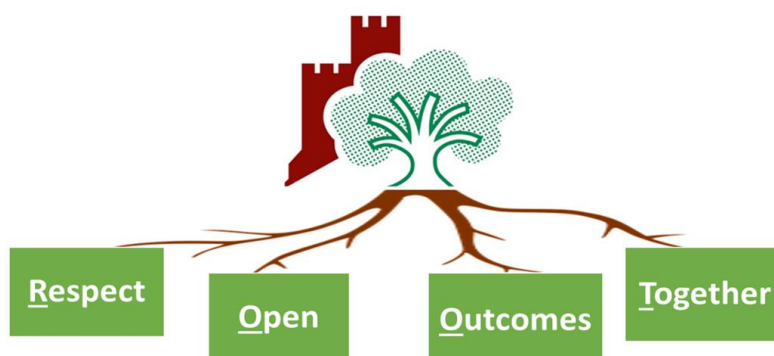


JOB DESCRIPTION



DIRECTORATE	Resources
SERVICE	Estates and Asset Management
POST NUMBER	TBC
POST TITLE	Estates Coordinator
POST GRADE	Local Salary Scale 5
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Strategic Asset and Estates Manager
RESPONSIBLE FOR	N/A
JOB PURPOSE	To provide specialist estates administration, data management and financial support to the Estates Managers and Surveyors, ensuring the effective operation of the Council's property portfolio. The postholder will manage estates back-office functions, property data and performance reporting, removing administrative burden from the estate manager and surveyors while proactively using data and financial information to identify risks, inefficiencies and opportunities to improve income, utilities management and service charge recovery.

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Responsible for management and operation of the estates team back-office functions. This includes documentation of record keeping, utilities, lease events and property data, working in close collaboration with estates manager and surveyors.
2	Act as the primary point of responsibility for estates administrative and back-office functions, enabling Estates Managers and Surveyors to focus on their, technical and strategic activities.
3	Manage, maintain and continuously improve the Council's estates data, records and systems, ensuring accuracy, completeness and statutory compliance. This includes management of property databases and systems, production of regular performance reports, and proactive analysis of estates, income, utilities and service charge data to identify trends, risks and opportunities for improvement.
4	Support the estates team with analysing estate and property performance by providing statistical reports and data to drive decision making.
5	Lead the delivery of estates utilities administration, ensuring accuracy of billing, timely notification of occupancy changes, and effective liaison with utility providers and finance colleagues. Proactively review utilities and service charge data to identify overpayments, under-recoveries, anomalies and opportunities for efficiency or cost savings, escalating issues to Estates Managers as required.
6	Support with the development of a planned preventive maintenance schedule, including coordination of inspections, servicing, risk assessments. Working collaboratively with facilities to ensure that all premises management records are up to date.
7	Respond as appropriate to enquiries from the public and from elected Members and provide information regarding property issues as required to Corporate Management Team, to other Council services and to external advisors.
8	Liaise and where necessary take the lead with the Council's finance and legal functions with regard to the recovery of utilities, service charge and business rates debts as well as overseeing and managing bad rental debts, allocating to Estates Surveyors to seek recovery.
9	Support the estate manager with developing the utility strategy, including future procurement of utility providers and deployment of smart meters.
10	Support the delivery of the Council's Strategic Asset Management Plan, including medium and long term solutions.
11	Support the delivery of the Council's Corporate Plan objectives, including delivery of its Invest to Save, Strategic Asset Management Plan and Green to the Core.

12	Assist the preparation and monitoring of service plans and budgets, and to ensure financial arrangements are maintained in accordance with the Council's Financial Regulations.
13	Support the commissioning and preparation of external valuations for the Council's annual accounts.
14	Assist in preparation of reports to Council committees and to senior management.
15	When required and as part of the generic working, work with other Services and Directorates in support of the Council's overall objectives and projects
18	To undertake any other duties for which the postholder is competent which the Director of Business Operations considers necessary for the effective and efficient delivery of the Council's services
LOCATION:	The Town Hall in Bexhill however, frequent inspections will be required across the District.
FUTURE CHANGES IN DUTIES:	The job description describes the current duties of the post for use, inter alia, for job evaluation in accordance with the Council's job evaluation scheme. Changes to the job may occur from time to time. Relatively minor changes which do not alter the general character of the duties or the level of responsibility will not normally give rise to a need to re-evaluate the post. However, if a substantial amendment to the duties and responsibilities occurs this will entail a new evaluation of the post for grading purposes in accordance with the Council's Job Evaluation scheme.

DC Value	Behaviour	Description
<u>R</u>espect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
<u>O</u>pen	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
<u>O</u>utcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
<u>T</u>ogether	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION



POST TITLE	Estates Coordinator	
DIRECTORATE	Resources	
SERVICE	Estates and Asset Management	
POST GRADE	Local Salary Scale 5	
		Essential
		Desirable
Qualifications		
Degree in relevant subject		X
Experience		
Minimum three years' experience in administration or business support	X	
Experience in property and utilities management		X
Experience within a Local Authority or other public sector environment		X
Preparing reports and recommendations on property management issues		X
Experience in managing service charges		X
Skills and Abilities		
Ability to communicate and influence at all levels		X
Ability to write clear and concise correspondence and reports	X	
Effective working as part of a team	X	
Good customer care	X	
Strong negotiation skills	X	
Time Management skills	X	
Intelligence and data gathering and analysis	X	
Able to work effectively under pressure and deal with unforeseen and urgent demands	X	
Demonstrable computer literacy including Word, Excel and Outlook	X	
Training		
Current driving licence	X	
Evidence of IT training, where appropriate		X
Relevant CPD		X
Project Management		X
Customer Service		X
Knowledge		
Understanding of landlord & tenant law and practice		X
Understanding of property & contract law and its application in an estate management context		X
Understanding of planning law and practice		X
Understanding of property valuation and practice		X
Understanding of building maintenance	X	
Knowledge of current statutory compliance legislation	X	
Understanding of data protection legislation		X

June 2026