

# Job Description



South  
Cambridgeshire  
District Council

DEPARTMENT	LOCATION
Affordable Homes	South Cambridgeshire Hall, Cambourne

JOB TITLE	POST NUMBER
Apprentice - Asset Management	Fixed term 2 years

GRADE	SALARY RANGE
Grade 1	£13,659 - £15,296

RESPONSIBLE TO	RESPONSIBLE FOR
Asset Management Coordinator	

HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED
<i>VDU Habitual User</i>

## DESCRIPTION OF DUTIES AND RESPONSIBILITIES

### Key Result Areas/Overview

To provide efficient, effective all round administrative support to the Asset Management Team under the guidance of the Asset Management Coordinator.

### Dimensions of Job

Data inputting and processing for the Asset Management team under the supervision of the line manager using the department's housing management database.  
First point of contact for telephone, email and personal enquiries, passing enquiries to appropriate officer. General office admin support.

### Key Contacts/Communication Links

#### Internal

Housing Services Team  
Housing Options team  
Supported Housing Team  
Property services Team  
Contact Centre  
Accounts Department

#### External

Tenants and Residents  
Contractors  
Utility service providers and other suppliers

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## Key Responsibilities/Specific Duties

- To provide general administrative support for the Asset Management Team and all the teams within Property Services, data inputting records in accordance with audit requirements.
- Data input of relevant information on Keystone, including stock condition data, asbestos, and Energy Performance Certificates
- Data input of relevant information for the Orchard Housing Management system, including raising alerts.
- Assisting the Asset Management Coordinator by inputting data to enable the processing of invoice payments, post inspections, customer satisfaction surveys.
- Typing of minutes and letters drafted by team members.
- Initial point of contact in Asset Management Team taking queries and questions from tenants, contractors, general public and staff and passing on query to appropriate officer.
- Comply with customer service standards
- Liaise with other sections and external contractors/agencies.
- General offices admin duties are completed (filing etc)

## General to all job descriptions

All employees must have due regard to the Council's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

Work in an internal and external customer related way in accordance with adopted procedures and good practice.

Comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

Comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and

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Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

To be responsible for establishing safe systems of work for investigators and visiting officers, with specific reference to lone and out of hours working. To continually assess, manage and mitigate risk to employees in the area of fraud investigation work.

The responsibilities outlined above cannot totally encompass or define all tasks, which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Signature of Divisional Head:

Date:

Signature of Director/Chief Officer:

Date: