

Property Assistant

Salary: Band 5 £27,346- £29,170 per annum

Hours: 37 hours per week

Contract: Permanent

Location: Civic Offices, Portsmouth, with property visits across Portsmouth and Havant

About the Service

This role sits within the Business Support Service and provides dedicated support to the Property and Investment Team. The team manages Portsmouth City Council's commercial, non-residential property portfolio, including retail, industrial and other operational assets in Portsmouth and beyond. The service aims to manage these assets effectively and build constructive relationships with tenants, licensees, contractors and other stakeholders.

What is the role?

We are looking for someone to join our team of Property Assistants who provide support to the wider team by carrying out the following tasks:

- Liaising with surveyors to ensure our buildings comply with a wide range of facilities management requirements - including EPCs, statutory obligations and buildings insurance.
- Visiting our properties and liaising with our tenants/licensees to ensure our buildings are safe working environments and compliant.
- Monitoring the Commercial Property inbox and responding to enquiries in a timely and efficient way.
- Evaluating repair requests on shops, industrial units, offices etc. and taking appropriate action.
- Accessing and updating the team's asset management software - Concerto - to record information about our tenants/licensees and their occupation agreements.
- Identifying land ownership by reference to GIS mapping systems and Land Registry records.
- Measuring and assisting the sale of small parcels of PCC land and assisting in the assessment of access rights across PCC land.

Who is the person?

You will need to demonstrate the following essential requirements:

- A good standard of written and spoken English and practical numeracy.
- The ability to read and interpret maps, plans and property information.
- Sound Microsoft 365 skills, particularly Outlook, Word, Excel, Teams, SharePoint and OneDrive.
- Strong attention to detail and the ability to maintain accurate property and customer records.

- The ability to organise work, manage competing enquiries and meet deadlines.
- A practical and proportionate approach to problem-solving.
- A customer-focused approach and the ability to consider enquiries from the customer's perspective.
- Confident and professional communication with tenants, contractors, councillors, colleagues and other stakeholders.
- The ability to recognise when a matter should be escalated and to seek support from managers or specialist colleagues.
- A clear understanding of confidentiality, information security and data protection.
- The ability to work collaboratively and flexibly as part of the Business Support Service.
- A full driving licence and the ability to travel to properties across Portsmouth and the surrounding area.
- Flexibility around hours.

Desirable knowledge and experience

- Familiarity with facilities management, commercial property or property compliance.
- Experience of asset management, geographic information or records systems.
- Familiarity with Portsmouth and the types of property and land managed by the Council

General Data Protection Regulation (GDPR)

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You will need to demonstrate that you have the right to work in the UK. No appointment will be confirmed without satisfactory evidence.