

**WESTERN POWER DISTRIBUTION**  
**PROPERTY**  
**RESOURCES & EXTERNAL AFFAIRS**  
**PROPERTY ADMINISTRATOR**  
**EBA GRADE 4**

**MAIN PURPOSE OF JOB**

To provide clerical and administrative support to the Property Section.

**MAIN DUTIES AND RESPONSIBILITIES**

- Undertake clerical and administrative tasks as appropriate to the Property Section (for example arranging meetings, correspondence, customer queries and maintaining filing system and retrieval and replacement of deed packets).
- Plan own time in order to achieve objectives despite conflicting priorities.
- Updating the specialist Property Management computer software.
- Receiving, processing and accounting for all payments made to the Section.
- Manually raising invoices for miscellaneous income.
- Checking correctness of invoice payments and phasing.
- Processing invoices through SHOPS and arranges approval using own knowledge and decisions.
- Dealing with Letting Licences/small lettings of land.
- Management of car/caravan parking and garden licences.
- Dealing with Tenants and resolving problems.
- Dealing with maintenance enquiries.
- Dealing with internal and external property related enquiries; use discretion to resolve non-standard issues.
- Liaising with the Property Accountant on financial matters.
- Instructing Contractors and issuing contracts of work as required.
- Instructing Solicitors.
- Supporting and assisting other staff as required by the Estates Manager.

**TYPICAL KNOWLEDGE/EXPERIENCE REQUIRED**

- Basic literacy and numeracy (4 GCSEs).
- NVQ Level 2.
- Ability to work accurately and efficiently.
- Initiative to work without close supervision and in situations not covered by defined systems and procedures.
- 6-12 months on the job training.
- Good communication skills.
- Good knowledge of procedures and systems.
- Knowledge of external organisations and associated regulations.