

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Property Administration Apprentice

Grade: Apprentice Grade (fixed-term 18 months)

Reports to (Designation): Senior Surveyor / Property Manager

Grade: PO3

Directorate: Place

Section: Corporate Estates & Property

Main Purpose of the Job

The Property Service is responsible for managing the Council's land and property portfolio, ensuring assets are well-maintained, compliant, and delivering best value for the community.

The purpose of this role is to:

- Provide essential administrative support to the Council's Property Service, working with Surveyors and other colleagues to deliver effective property and estates management.
 - Undertake a wide range of administrative, communication, and digital activities to support lease management, inspections, compliance monitoring, and asset records.
 - Work across multiple tasks and projects in a busy and fast-paced service environment.
 - Successfully complete your apprenticeship studies and qualification during this employment.
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Summary of Responsibilities and Personal Duties

Job-Specific Responsibilities

1. Preparing and sending out correspondence, supporting the development of reports, agendas and minutes, and maintaining accurate property files and records.
2. Supporting the preparation of communication materials for tenants, contractors, and stakeholders, ensuring accuracy and professionalism.
3. Assisting with financial administration, including raising purchase orders, processing invoices, reconciling expenditure, and supporting budget monitoring.
4. Reviewing and tracking progress of property projects and compliance activities, monitoring deadlines, and escalating issues where required.
5. Writing, filing, and maintaining documents and databases to support estates and property management, ensuring records are accurate and up to date.
6. Identifying any potential issues or risks relating to property compliance, leases, or projects and communicating these to senior colleagues.
7. Collecting, managing, and analysing property-related data to support reporting, performance monitoring, and decision-making.

8. Working independently by identifying actions, following processes, and liaising with colleagues and stakeholders, reporting progress to senior staff.
 9. Producing accurate reports, spreadsheets, and presentations as required.
 10. Completing administrative duties including scheduling inspections and meetings, filing and printing, arranging travel, and booking venues.
 11. Building relationships with tenants, contractors, consultants, and partner organisations to support effective property management.
 12. Supporting lease, rent, and compliance administration within the property team.
 13. Acting as an ambassador for the Council's property service, contributing to the effectiveness of meetings and sharing knowledge.
 14. Ensuring all property data is managed effectively and in accordance with data protection legislation and best practice.
 15. Undertaking any other duties reasonably requested by the Property Manager or Senior Surveyor in relation to the duties of the post.
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Generic Responsibilities

1. To represent the Council at meetings and events to promote effective management of the Council's property portfolio.
2. To adhere to the Council's safeguarding policies and procedures.
3. To maintain appropriate monitoring systems to track property activity, inspections, and compliance requirements.
4. To provide support in the planning and delivery of property-related events, meetings, and consultations.
5. To assist in the preparation of reports, business cases, and project documentation.
6. To promote Equality of Opportunity and access to services at all times in line with the Council's Equal Opportunities policy.
7. To ensure that the operation of the service complies with all relevant statutory legislation.
8. To undertake appropriate personal development in line with departmental needs and strategic plans, commensurate with the grade and scope of the post.
9. To work toward the achievement of objectives / tasks mutually agreed and included within the individual and departmental work plans.
10. To undertake any other duties commensurate with the grade and scope of the post as directed by the line manager.
11. To be available to attend occasional weekend and evening events and/or meetings.

12. To assist in carrying out the Council's environmental policy within the day-to-day activities of the post.

Internal Contacts: Property & Estates team, Finance, Legal, Regeneration, children and young people, Housing.

External Contacts: Tenants, contractors, consultants, developers, and partner organisations.

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues, and members of the public.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

Number of fully managed staff: 0

Number of partially managed staff: 0

Title: Apprentice (Property Administration)

Grade: Apprentice Grade

No of posts: 1