



Job Profile and Person Specification

Post:	Property Accounts Officer
Reporting Relationship:	Property Accounts Manager
Grade:	Grade 6 (£35,038.83 to £40,806.17)
Summary of Role:	The Property Accounts Officer will be the contact point for tenants who have queries relating to commercial property charges and will work in conjunction with the LLP's property management staff and external agents. They will assist in resolving issues that may arise and be proactive in the cascading of information to the LLP's tenants and other stakeholders, to ensure that income recovery is maximised. In addition, the Property Accounts Officer will allocate daily workload to the credit control team. Key Objectives & Responsibilities • To allocate workload to and supervise the Credit Control team • To develop an expert working knowledge of the property system and ensure that information held in the property system reflects the current portfolio and leases in place. • To attend operational debt management meetings to discuss current issues and proposed actions, providing advice and recommendations on the best options available for recovery of debt. • To produce regular reports from the property system that are timely, accurate and aid strategic decision making. • To liaise with internal and external stakeholders and ensure that there are clear channels for communication to resolve issues that may be affecting income recovery ▪ Responsible for ensuring Health and Safety and risk management procedures are understood and adhered to.



CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training		SQA Higher (or equivalent) in English and Mathematics	☐ Certificates ☐ CV
Skills & Knowledge	Experience of leases and property management of commercial properties. Experience of debt recovery and the legal options around commercial property leases Understanding of accounting function and transactions. Experience of supervising a team Strong influencing and communication skills Ability to deliver first class customer service. Highly proficient in MS Office (Excel, Access, Word etc.) Efficient, accurate and exceptional attention to detail.	Experienced in the Propman property management system & EDRMS. Previous experience working in a commercial property environment	☐ CV ☐ Interview ☐ References

Competencies	Essential	Desirable	Evidence
Personal Effectiveness – Self Development (level 1)	You know what results you need to achieve, and how to achieve them. You come up with new or different ideas and ways of learning. You're aware of your own strengths, but also where you need to develop.		☒ CV ☒ Interview
Providing Excellent Customer Service – Customer Orientation (level 2)	You explain to customers, how and why we can't meet their needs, and offer alternatives You change the way you do things, to meet the needs of each customer You spot problems and act, as soon as	You deliver more than you promised and try to exceed expectations	☒ CV ☒ Interview

	possible, to stop them getting worse		
Delivering Results - Motivation (level 1)	You're keen to do things, and to do them well. You work steadily to meet your targets. You set new targets for yourself, once you've reached the old ones.	You don't mind being told when you've done something wrong	☒ CV ☒ Interview
Personal Effectiveness - Communicating (level 1)	You write clearly, when needed, and in a way that people can understand. You sort out information appropriately, and write, or input, it correctly.	You answer questions in the right way - promptly and accurately	☒ CV ☒ Interview
Managing change – planning & delivering change (level 1)	You suggest ways to improve service in the work that you do. You try to improve the way people do things, so that the quality of work is higher.	You use the skills of people who you know can take change forward, and make it happen.	☒ CV ☒ Interview
Leadership provides support (level 2)	You recognise when other people need support, and you offer to help them. You support other people with their ideas and proposals	You act as a coach and mentor to other people	☒ CV ☒ Interview