

**Manchester City Council
Role Profile**

**Property Information Officer Level 1, Grade 5
Corporate Estates
Strategic Development Directorate
Reports to: Records Manager**

Key Role Descriptors:

This role will provide an efficient & accurate property information database system recording ownership, disposal and letting details for Corporate Property Services.

The roleholder will provide an efficient land ownership investigation service

Key Role Accountabilities:

Accurately record information on appropriate systems to ensure all records are high quality and up to date. This includes both text and map based information

Contribute effectively to the design, implementation and maintenance of high quality management information systems, providing comprehensive advice to customers and stakeholders.

Provide an accurate detailed ownership enquiry service for the division to other bodies. This will include providing an efficient title investigation service

Deal efficiently and courteously to all queries and correspondence both written and verbal from a wide range of internal and external customers, making an assessment and using initiative to resolve queries at the first point of contact and ensuring confidentiality and accuracy within agreed timescales and procedure

Actively participate in new initiatives to improve service delivery to ensure the provision of a high-quality Property service.

Provide accurate analysis support and produce a range of high quality communication, such as reports and briefing notes for various audiences and purposes including complex, confidential and sensitive correspondence.

Ensure that information produced within the section is accurate and kept confidential. This may include undertaking verification exercises of property records.

Personal commitment to continuous self development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Property Information Officer – Key Competencies and Technical Requirements

Behavioural Competencies

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding
- **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken
- **ICT Skills:** Ability to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken

Technical requirements (Role Specific)

Experience of working with GIS systems