

Job Description

Job title	Commercial Property Assistant
Profession	Business Administration & Support
Band	F
Directorate	CIDO (Investment and Development)
Accountable to	Head of Commercial Property

Job Purpose:

The role will provide effective support to the Commercial Property team and the wider Strategic Asset Management team on all administrative tasks, liaising with internal or external stakeholders as required, ensuring the smooth and efficient running of the department.

The role will be responsible for maintaining high data quality within digital and other relevant systems. Ensure that data is held centrally for full transparency and the continued management of compliance elements within the defined area. Ensure to deliver a professional customer experience when liaising with tenants and stakeholders.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Head of Commercial Property, this role will deliver key accountabilities.

Key Accountabilities:

- Provide a first point of contact for team related enquiries. Liaise directly with all internal and external stakeholders to solve problems using standard procedures in a timely, efficient and effective manner.
- Create and maintain accurate files, ensuring that all documents are filed correctly and in a timely manner so that other team members, stakeholders and auditors can access documents as required. Always ensure security and confidentiality of data.
- Maintain a database of key contacts which can be accessed by all team members and update the contact information as necessary.
- Ensure accurate raising and processing of electronic purchase orders, requisitions and payments and resolve queries as necessary to ensure payment is made in line with contract terms and our financial regulations.
- Assist with the management of commercial units, under the direction of the Head of Commercial Property.
- Liaise with company secretary to manage documents for signing and sealing.
- Maintain positive relations between SNG and commercial tenants. Managing enquiries from tenants in a timely manner.

- Keep records of tenant's compliance obligations up to date, filing documentation and communicating with tenants to request documentation.
- Under supervision of the Head of Commercial Property, liaise with external solicitors and surveyors during the re-letting and lease renewal process.
- Under supervision of the Head of Commercial Property, collate and produce consultant appointment contracts and letters of appointments.
- Use a variety of software packages produce minutes, reports, spreadsheets presentations and any other documents as required using standard corporate formats and templates to a high standard of accuracy and speed.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Good knowledge of using Excel.
- Good communication skills, including an ability to offer and receive challenge in a constructive, straightforward, and open manner.
- Commitment to high ethical standards of integrity and honesty, and an understanding of the value and importance of developing a culture that makes a great place to work.
- Able to network; adept and intuitive at managing a range of external relationships.
- Effective communicator with excellent personal presentation and written skills.

Desirable

- Previous experience in commercial property and asset management.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4978	Charlotte Brind	04/2025	
2.0				

