

# Portfolio Data Support Officer

INFORMATION, JOB DESCRIPTION & PERSONAL SPECIFICATION



Gen<sup>2</sup>  
SMARTER PROPERTY

# Portfolio Data Support Officer

## Information, Job Description, and Personal Specification

**This purpose of this document is as a guide to provide prospective applicants with details of the company; what you can expect when you work for us; requirements of the role; and skills and competencies that we will be looking for in a potential employee of the company.**

### Who We Are

GEN<sup>2</sup> are trusted public sector property experts.

We're transforming the management of public buildings and spaces for current and future generations through our inside knowledge of the sector.

And we're growing. Having successfully secured a five year agreement with Kent County Council's infrastructure division and securing new clients, GEN<sup>2</sup> is looking to expand its talented team of property professionals.

We manage 1,800 properties with a combined value of £1.87bn and have delivered £535 million of capital projects over the last three years. Our team of experts enable and facilitates the delivery of a diverse range of services for the public sector across London and the South East.

GEN<sup>2</sup> are driving innovative new changes to support the need to deliver services differently. We are keen to work with an exceptional individual who has the energy, drive and ambition to help us do things differently.

Someone who shares our commitment to improving public services and who is able bring skill and commercial awareness to ensure we deliver value for money and maximise clients' assets.

### Our Vision

Our vision is to be the trusted property services advisor of choice to public sector clients in London and the South East. We understand our client's needs and objectives and our work supports the delivery of social and financial value. We do this by delivering excellent standards of service, in a commercially aware but ethical manner.



## JOB & BENEFITS SUMMARY

Portfolio Data Support Officer

Reporting to Portfolio Data Manager

Estates Management

Sessions House, County Road, MAIDSTONE, ME14 1XQ

Salary from £21,790

Holiday allowance: 22 days rising to 25 days with ongoing service

Company Pension

Flexible working practices

### Purpose of the Job

Assist the Portfolio Data Manager with the collation, storage, management and quality control of Gen<sup>2</sup> and Client asset data – including systems, processes, physical outputs such as reports and maps, and training. Work with users of the systems across the company to ensure quality of input and output data such that the data produced is helpful, up-to-date and assists with good decision making from both the company and its suppliers and customers. Systems will include K2, GIS, ePIMS, and other asset data tools and systems as required and adopted by the Company.

### Main Duties & Responsibilities

1. Assist the Portfolio Data manager in the effective management of all asset data systems used across the company.
2. Provide Property staff and their suppliers and customers with technical data, plans, records, reports and graphics relating to property from property databases and other related property IT systems. Work across the property team to provide support in a “matrix” style to encourage a holistic ownership of asset data and its quality across the Property team.
3. Assist the Portfolio Data Manager with working out new ways of reporting key property management information for the Director, Client, and other senior officers/Members, and support with the data provision to allow regular monitoring of Key Performance Indicators.
4. Assist in checking all property data is accurately and consistently recorded onto property systems and undertake audit checks on the data. Assist the Portfolio Data Manager with checking compliance with legislation, standards and Best Practice including the Transparency Code and PAS 1192:3.
5. Develop effective day to day working relationships with IT colleagues and provide feedback and ideas to the Portfolio Data Manager for service improvement and variations to the IT Service Level Contract.



6. Develop and maintain process and practice notes and management systems so property data is accurately entered into property database system and ensure best practice is shared with those who upload information.
7. Undertake one-to-one or small group training sessions and workshops where needed to induct new system users and to promote input processes and best practice.
8. Assist the Portfolio Data Manager on service improvements and enhancements on portfolio data systems and assist him/her with the development, smooth implementation and management of new systems. This will include new systems associated with the Common data Environment and compliance with BIM protocol.
9. Undertake user acceptance testing for system enhancements, system upgrades, and of any systems adopted and implemented by the company.
10. To ensure public enquiries on property data and Freedom of Information requests are handled promptly and effectively.



## PERSONAL SPECIFICATION

The following personal specification outlines what we are looking for in an applicant. Applicants should describe in their application how they meet these criteria.

Applicants who have a disability and who meet the criteria will be shortlisted.

QUALIFICATIONS	<ul style="list-style-type: none"> <li>NVQ 4 or equivalent</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>Proven track record in the field of asset data management</li> <li>Experience of property IT driven systems – including training, technical assistance and process mapping.</li> <li>Experience of working in a technical team to a high standard</li> </ul>
SKILLS & ABILITIES	<ul style="list-style-type: none"> <li>Good interpersonal and communication skills, both oral and written</li> <li>Good presentation skills and attention to detail</li> <li>Ability to assimilate a range of strategic priorities into cohesive asset proposals shown graphically</li> <li>Ability to problem solve</li> <li>Ability to work across teams</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>Knowledge of IT driven asset data systems including K2, ePIMS (or similar), and Graphical Information Systems.</li> <li>Understanding of complex issues facing the public sector and the property challenges raised</li> <li>Knowledge of General Data Protection Regulations (GDPR) and Freedom of Information Act 2000.</li> <li>Knowledge of asset legislation, standards and best practice including the Transparency Code and PAS1192:3</li> </ul>
VALUES & BEHAVIOURS	<p><b>PROFESSIONAL</b> Employees are expected to maintain the highest professional and ethical standards.</p> <p><b>COMMERCIAL</b> Employees should provide optimum financial outcomes for our clients.</p> <p><b>COLLABORATIVE</b> Employees work with clients to achieve success.</p> <p><b>INNOVATIVE</b> Employees deliver smarter property solutions.</p>

