

**PROPERTY SERVICES DEPARTMENT**

**Job Description**

<b>Job Title:</b>	Property Administrator
<b>Benefits:</b>	Contributory pension scheme. Healthcare Cash Plan (after six months)
<b>Hours of Duty:</b>	35 hours per week
<b>Holiday:</b>	25 days holiday per annum plus Bank Holidays pro rata and discretionary Christmas Holiday
<b>DBS:</b>	This role is subject to a basic Disclosure and Barring Service (DBS) check.
<b>Office Location:</b>	At present your main place of work will be Diocesan House, Easton.  To ensure the best service to the needs of the Diocese your base may be moved within the Diocese.
<b>Responsible to:</b>	Diocesan Surveyor

**Key Working Relationships:**

**Internal:**

- All staff within the Property Services department / Spire Property Consultants and all other Diocesan departments
- Members of the Clergy of the Diocese
- Property Executive Committee

**External:**

- Occupiers of our properties
- Local contractors, suppliers and agents
- Registrar and other legal advisors
- Statutory Bodies, Local Authorities, Utility companies
- Members of parishes
- Members of the general public
- Customers

## **JOB SUMMARY / BACKGROUND:**

To provide administrative support to the Property Services Department in the repair, maintenance and management of approximately 260 residential properties, together with Spire Property Consultants who provide architectural and building surveying services to Diocesan schools, Parochial Church Councils and heritage building owners.

## **MAIN PURPOSE OF THE JOB:**

To support the Diocesan Surveyor, Property Inspector and Property Department in respect of their duties in delivering the Diocese of Norwich requirement to maintain their Housing Stock, together with Spire Property Consultants and their property surveying services.

## **MAIN DUTIES/KEY RESULTS AREAS:**

- Provide administrative support to the Property Services Department and key staff within Spire Property Consultants. Duties will include answering the telephone and be first point of contact for dealing with enquiries, directing calls to the right person in the department, if appropriate, also dealing with allocation of minor property repairs to contractors, letters, preparing schedules of work instructions, general reports.
- Provide support to the Property Services Department and Spire Property Consultants board and committee meetings, producing agendas and supporting papers, attending meetings and taking minutes as required.
- Undertake the inputting and maintenance of the Property Services Department database. Undertake regular update and audits of database to ensure all personal details of occupiers and property details are up to date and removed in line with Diocesan GDPR policy.
- Undertake general correspondence and day to day enquiries.
- Co-ordinate “work ordering” system.
- Undertake scanning of documents, indexing and saving.
- Maintain the register of statutory housing management requirements (Asbestos Register / Tree Surveys / Electrical / Gas Test Certificates etc).
- Coordinate the approved contractors list.
- Process all works invoices including validation and maintain cash flow monitoring procedures.
- Produce and monitor feedback survey forms from clergy. Manage the customer satisfaction process.
- Monitor and update key log.
- Together with other staff members carry out weekly fire alarm testing.
- Undertake such other reasonable duties as may be required from time to time as are consistent with the responsibilities of the grade.

## Person Specification:

### *Knowledge, Skills and Experience*

	Desirable	Essential
Excellent IT skills, using Microsoft Word, Outlook, PowerPoint, Excel and third party provided databases		✓
Good communication skills, both written and verbal		✓
Good interpersonal skills and the ability to deal with people at all levels		✓
Good attention to detail, accuracy and thoroughness in all aspects of the work. Good telephone manner		✓
Good record keeping skills and the ability to work methodically		✓
Practical ability to manage budgets		✓
Sound understanding of legal aspects of Trust issues	✓	
Understanding of Land Registry and related issues	✓	
Experienced administrative, organisational and committee skills	✓	

### *Personal Attributes:*

- Effective administrator and communicator at all levels
- Able to work under pressure to meet targets and deadlines
- Calm and professional disposition
- Self-motivated and enthusiastic
- Able to respond effectively to changing priorities
- Able to manage a high-volume workload
- Able to work effectively without supervision
- Willing to accept responsibility
- Logical and systematic in work processes
- Attention to detail
- Supportive of the aims and purpose of the Church of England and the Diocese of Norwich

**THIS JOB DESCRIPTION IS NOT AN EXHAUSTIVE DOCUMENT BUT IS A REFLECTION OF THE DUTIES AND RESPONSIBILITIES APPLICABLE AT THE TIME OF ISSUE. Details and emphasis are subject to amendment and revision in the light of the changing needs of the Norwich Diocesan Board of Finance Ltd.**

**UPDATED – February 2022**