

**PROPERTY SERVICES TEAM**

**Job Description**

<b>Job Title:</b>	Customer Services and 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 and discretionary Christmas Holiday
<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 departments at Diocesan House
- 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:**

The Property Services Team is responsible for 260 residential properties located throughout Norfolk and north Suffolk that are occupied by members of Church of England clergy or privately let on the rental market. The aim of the team is to provide and maintain high-quality accommodation that can be enjoyed by the occupiers of the properties without major issues arising, and where they do arise, resolve them efficiently and effectively.

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

To provide excellent customer service to the occupiers of diocesan properties through the effectiveness, timeliness and manner of maintenance support offered. To provide efficient administrative support to other members of the Property Services team to assist them to maintain high-quality properties.

## **MAIN DUTIES:**

- Act as the first point of contact about property repairs and general enquiries via phone, email and occasionally in person.
- Under guidance, arrange with an appropriate contractor to undertake the necessary repairs and liaise appropriately until the issue is resolved.
- Provide administrative support to the Property Services Team.
- Provide support to the Property Services Team for the Property Committee meetings, producing agendas and supporting papers, attending meetings and taking minutes as required.
- Undertake the inputting and maintenance of the Property Services database. Undertake regular update and audits of the database to ensure all personal details of occupiers and property details are up to date and removed in line with organisation's GDPR policy.
- Co-ordinate the "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.
- Provide customers with the opportunity to give feedback on work undertaken. Monitor and report on feedback received.
- Monitor and update key log.
- Undertake general correspondence and day to day enquiries.
- 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
Experience of delivering excellent customer service or the ability to demonstrate this skill		✓
Excellent IT skills, using Microsoft Word, Access, Outlook, PowerPoint, Excel and third party provided databases		✓
Experience of working in a team, ideally in a property related role		✓
Excellent communication skills and the ability to deal professionally with people at all levels via phone, email and in person		✓
Good attention to detail, accuracy and thoroughness in all aspects of work.		✓
Good record keeping skills and the ability to work methodically		✓
Experience of monitoring budgets	✓	
Understanding of property related issues	✓	
Experience of dealing with committees	✓	

### *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
- Supportive of the aims and purpose of the Church of England and the Diocese of Norwich

This role is subject to a basic Disclosure and Barring Service (DBS) check.

**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 – July 2022**