

**PROPERTY SERVICES DEPARTMENT**

**Job Description**

<b>Job Title:</b>	Property Management Surveyor (Property Repair / Maintenance Co-ordinator) Would possibly suit a Graduate Building Surveyor (Training and professional qualification supervision provided)
<b>Benefits:</b>	Contributory pension scheme. Healthcare Cash Plan (after six months)
<b>Hours of Duty:</b>	35 hours per week
<b>Salary band:</b>	<b>D</b>
<b>Holiday:</b>	25 days holiday per annum, plus statutory bank holidays and discretionary Christmas holiday
<b>DBS:</b>	This role requires an Enhanced 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
<b>Training Package:</b>	A training package can be tailored to assist the completion of an appropriate Professional Qualification.

**Key Working Relationships:**

**Internal:**

- All staff within the Property Services department / Spire Property Consultants and all other 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, Utilities
- Members of parishes
- Members of the general public

## **JOB SUMMARY / BACKGROUND:**

To provide support to the Diocesan Surveyor dealing with planned and reactive maintenance issues to the Diocese housing portfolio, this will comprise both planned and reactive maintenance property inspections.

Assisting with the out of hours contact system for the reporting of emergency housing repairs.

Assist with the repair or maintenance issues arising from the management of approximately 260 residential properties, liaising with Spire Property Consultants who provide property management services to the Diocese.

To provide support to Diocesan Surveyor with the planning and management of projects – particularly involving the future environmental improvements that will be necessary to achieve the Diocese ambition to be Net Zero Carbon

Provide support in the sale and purchase of property for the portfolio

To support the Diocesan Surveyor with data collation, analysis and reporting of property information for management and governance purposes

The role will require the post holder to be mobile and will involve a reasonable amount of time each week inspecting properties.

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

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

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

- Assist Diocesan Surveyor undertake Pre & Post occupation inspections to establish and quantify building works required and to ensure that quality and value have been obtained.
- Support the Diocesan Surveyor following an exit inspection with an Archdeacon by arranging to have all agreed works carried out in a timely manner for an agreed occupation date, obtaining competitive quotes as appropriate for all agreed works.
- Be reactive to all reported and logged property issues, inspecting properties as necessary to establish the problem and remedial work required in order to provide a lasting repair. Taking higher level advice from Diocesan Surveyor as needed.
- Provide support to the Property Services Department and, assist in producing agendas and supporting papers for Property Executive meetings, attend meetings as required
- Take responsibility for the management 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.
- Assist answering the department's telephone and receive emails from our occupiers in respect of housing / housing repairs and property matters generally.
- Assist with correspondence and day to day enquiries and administration.
- Along with others generate works orders and issue to contractors for works required to Diocesan property

- Process works invoices including validation and maintain cash flow monitoring procedures
- Prepare and issue reports to regularly show outstanding items of ordered work and chase for action.
- Ensure the register of statutory housing management requirements; (Asbestos Register / Tree Surveys / Electrical / Gas Test Certificates. etc) is maintained.
- Assist in the management of the approved contractors list.
- Assist Diocesan Surveyor in the preparation of cash flow predictions and budgetary matters / monitoring.
- Assist in the management of Diocesan & Easton House (cleaners, electric meter readings and contracts / heating oil order / Servicing of Zip boilers [water heaters]).
- Along with all department members scan and Index documents into Virtual cabinet to assist department become paperless
- Assist with the organisation and implementation of the annual Fire Audit.
- In due course, following creation of a property handover process, meet occupiers at the property with a view to demonstrate the house prior to their occupation.
- Assist and support the Diocesan Surveyor.
- 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, Access, Outlook, PowerPoint and Excel		✓
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		✓
Experience of using Property Management databases		✓
Good record keeping skills and the ability to work methodically		✓
Practical ability to manage budgets		✓
Sound understanding of legal aspects of Tenancy issues	✓	
Understanding of Land Registry and related issues	✓	

##### ***Personal Attributes:***

- Effective 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 – December 2022**