

## Job Description

### Property Management Surveyor

#### Background

The Parish Support Team is made up of the staff and volunteers of a charity called the Norwich Diocesan Board of Finance Ltd (NDBF). The core purpose of the charity is to serve the local parish mission and ministry of Church of England churches, schools and chaplaincies across Norfolk and Waveney, collectively referred to as the Diocese of Norwich.

The Parish Support Team currently operates from Diocesan House in Easton on the outskirts of Norwich, offering a broad range of services across the diocese that support and encourage colleagues working in local parishes. The main areas of work include direct support for local mission and ministry; and indirect support including areas such as finance, GDPR and data, communications, and safeguarding services.

#### Ethos and Values

The way we work in the Parish Support Team is as important as what we do, and we are committed to:

- Proactively promote and demonstrate our Diocesan Vision, Christian ethos and values in all aspects of work.
- Treat everyone as a valued individual with kindness and respect.
- Promote and demonstrate a culture of continuous improvement and development.
- Work collaboratively with all colleagues in the Parish Support Team.

#### Purpose of the role

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.

#### Key working relationships

<b>Line manager</b>	Diocesan Surveyor
<b>Positions managed</b>	None
<b>Internal</b>	Parish Support Team Colleagues Property Executive Committee Members of the Clergy of the Diocese
<b>External</b>	Occupiers of our properties Local contractors, suppliers and agents Registrar and other legal advisers Statutory Bodies, Local Authorities, utilities Members of parishes and the general public

## Main duties and responsibilities

- Assist the Diocesan Surveyor to 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.
- Take ownership of all tenancy related administration and management which will include producing tenancy agreements, registering deposits, serving notices for tenancy termination and rent increases, rent arrears management, ensuring all diocesan tenancies are compliant with current legislation.
- Support 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 the Diocesan Surveyor in the preparation of cash flow predictions and budgetary matters / monitoring.
- Assist in the management of Diocesan 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 the department to 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

	Essential	Desirable
<b>Qualifications and Experience</b>		
Experience of using Property Management databases	X	
Sound understanding of legal aspects of Tenancy issues		X
Understanding of Land Registry and related issues		X
<b>Knowledge and Skills</b>		
Excellent IT skills, using Microsoft Word, Access, Outlook, PowerPoint and Excel	X	
Good communication skills, both written and verbal	X	
Good interpersonal skills and the ability to deal with people at all levels	X	
Good attention to detail, accuracy and thoroughness in all aspects of the work. Good telephone manner.	X	
Good record keeping skills and the ability to work methodically	X	
Practical ability to manage budgets	X	
<b>Personable Attributes</b>		
Effective communicator at all levels	X	
Able to work under pressure to meet targets and deadlines	X	
Calm and professional disposition	X	
Self-motivated and able to enthusiastic	X	
Able to respond effectively to changing priorities	X	
Able to manage a high volume workload	X	
Able to work effectively without supervision	X	
Willing to accept responsibility	X	
Logical and systematic in work processes	X	
Attention to detail	X	
Supportive of the aims and purpose of the Church of England and the Diocese of Norwich	X	
<b>Availability</b>		
The role involves attendance at meetings and events at a range of venues around the county, some on weekends, early mornings or evenings. Notice will be given of these and time off in lieu is available	X	
Current driving licence and have a car available for travel throughout Norfolk	X	

## Summary of Terms and Conditions

<b>Role</b>	Property Management Surveyor
<b>Hours</b>	Full time - 35 hours per week
<b>Pension</b>	Enrolment in the NDBF defined contribution scheme a contributory scheme with a 5% contribution by NDBF and 3% by the employee, plus in-service life cover.
<b>Annual Leave</b>	25 days plus 8 public holidays, plus fixed days between Christmas and New Year. 3 additional days after completion of 5 years' service.
<b>Term</b>	Permanent. Probationary period will be 6 months.
<b>Notice Period for both employee and employer</b>	1 month notice during and after probation period
<b>Expenses</b>	Working expenses are paid at the Diocesan rates
<b>Base</b>	Diocesan House, 109 Dereham Road, Easton, Norwich, NR9 5ES You may also be required to work at other locations within the Diocese of Norwich in line with the requirements of your role.  Hybrid Working may be considered (up to a maximum of two days working from home).
<b>Contract</b>	The contract of employment will be with the Norwich Diocesan Board of Finance (NDBF)
<b>Status</b>	The successful applicant will need to show proof of right to work in the UK and an enhanced DBS check before taking up the post.

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.