



THE CHURCH  
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

## ROLE PROFILE FOR PROPERTY COMPLIANCE OFFICER

### About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

#### **We Include. You Belong.**

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

### About the department

The Church of England Pensions Board provides retirement services set by the Church of England for those who have served or worked for the Church. The Pensions Board is a charity within which the Housing department provides retirement accommodation and services, but we are not a registered social housing provider and do not operate as one. The Board's vision is to deliver a professional high quality and efficient service to our customers, respecting their needs and the needs of those who provide us with the money to do this.

### What you'll be doing

To provide support teams within our Housing Department to ensure our housing portfolios is legally compliant and to support the effective day to day running of works and service contacts. This will require you to engage with our contractors and external consultants to instruct

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programmes of work. You will also need to engage in a proactive way with customers to arrange access for works/inspections and help explain the works and to address any concerns customers may have.

You will need to answer the incoming telephone, email, and postal enquiries.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Property Compliance**

- Using our Housing Management System and other applicable systems maintain accurate records of all inspections, tests and surveys carried out to our housing stock in relation to property compliance. This includes electrical safety checks, landlords gas safety checks, Energy Performance Certificates, inspections required in connection with selective licencing, safety checks on other forms of heating, fire detection systems and other forms of fire safety equipment.
- On a monthly (or other basis as determined) download all applicable compliance data from external portals and transfer to CEPB systems.
- On a monthly (or other basis as determined) run reports from our Housing Management System to demonstrate relevant compliance data is held for properties managed by CEPB and seek to address any outstanding matters with relevant parties. Upload and store operation and maintenance manuals for properties upon completion of works as required by the Construction (design and Management) Regulations.
- Update our Housing Management System to reflect compliance checks undertaken and those required on an ongoing basis to newly purchased properties, or properties which have recently undergone voids works.
- From our Housing Management system generate reports of services and inspections which are due within a defined timeframe and export data in a suitable format to enable contractors to be instructed to undertake inspections.
- Write to customers in properties where compliance checks are due to be undertaken, given details as to which party will be undertaking the checks, timescales and any preparations required by the customer. Address queries raised by customers in relation to these checks.
- Provide copies of compliance information to customers in relation to their home via post or email upon completion and record issue of on our Housing Management System.
- In the event contractors are unable to gain access for safety related checks make contact with the customer (or other relevant parties) to gain access. If access still can not be gained escalate the matter in a timely manner to the Property Compliance Manager
- Instruct specific one-off checks based on requests from other team members (for example location specific asbestos surveys or updated Energy Performance certificates upon completion of works).
- Arrange and distribute papers in advance of the contract management meeting with our repairs/gas contractor, take notes of the meeting and distribute promptly after each meeting.
- Arrange regular progress meetings with contractors and consultants as required and take notes of actions agreed to be circulated promptly after each meeting.

### **Finance**

- To arrange for new suppliers to be set up on our finance system for payment

- Create works programmes based on system reports and when required review programmes with team members.
- Raise works orders or programmes of work on our Housing Management System to provide formal instruction to our contractors/consultants.
- To review contractors' applications for payment against records of works carried out and raise queries in a timely manner with the contractor/supplier.
- Though the generation of forward programmes assists with financial reviews of spend against budget and/ planning of future years budgets.

### **Administration & Service Delivery**

- To use relevant forms to create new and amend existing third-party details and ensure the accuracy of recorded information.
- Undertake mailings to customers as required. Mails may be via bulk email or post, and to seek to address any queries resulting from the mail out.
- Maintain accurate records of attempts to contact customers and/or discussions and correspondence with customers using our Housing Management System and shared drive filing system.
- To maintain relevant computer based property records and to take personal responsibility for ensuring the accuracy of data and recorded information.
- Answer telephone calls from customers in an efficient and courteous manner and take appropriate action.
- Provide administrative support to the teams such as scanning, filing, photocopying, logging, and returning files to the record centre, using computer systems.
- Accurately take minutes of team meetings and other meetings as required. To manage confidential information in the appropriate manner ensuring that systems are complete and correct at all times.
- Arrange as required meter moves, protection of overhead power cables and similar though liaising with the relevant utility provider and our maintenance contractors/consultants.

### **General**

- To organise your work to meet key objectives, on time and to agree standards.
- To maintain effective internal communication with the teams to ensure information is received and circulated within timescales
- To carry out duties and responsibilities in accordance with the Church of England Pensions Board Boards customer care standards
- On occasion it may be necessary for you to visit customers in their home.
- Any other duties that would be commensurate with the skills and capabilities required under this post.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time, and you will be expected to agree on any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of

your post. You will be consulted about any changes to your job description before these are implemented.

## About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

### Essential

#### *Skills & Abilities:*

- Good Oral communication skills both in a face-to-face setting and via telephone/video conferencing systems.
- Understanding and ability to use video conferencing systems including scheduling meetings
- Good written skills including the ability to write letters to customers and write short reports.
- Strong Knowledge of Microsoft Office in the particular proficient use of Word and Excel
- Ability to create, edit and update advanced Excel spreadsheets including the use of lookups and formulas.
- Ability to create and undertake mail merges.
- Knowledge of the use of database systems including the ability to generate system reports and to bulk upload data through CSV files.
- Ability to work within a team
- Exercise good time management and prioritise workloads whilst under pressure and meet the target and deadlines
- Deal with a wide range of people, including vulnerable people
- Ability to take accurate notes of meetings
- Attention to detail

#### *Knowledge/Experience:*

- Experience of working in an office environment
- Working within a busy customer facing team
- Maintaining systems to track and monitor work

#### *Personal Attributes:*

- Ability to remain calm and professional and be a good team worker in a very busy environment
- Use own judgement and make appropriate decisions

### Desirable

- Knowledge of Housing/Property databases (QL preferred)
- An awareness of property compliance requirements

## Vacancy Summary

<b>JOB TITLE:</b>	<b>Property Compliance Officer</b>
<b>NCI ENTITY:</b>	Church of England Pensions Board
<b>DEPARTMENT:</b>	Pension Board Secretariat
<b>GRADE:</b>	Band 6      Standard Point
<b>SALARY:</b>	£34,801
<b>WORKING HOURS:</b>	35
<b>PRIMARY OFFICE LOCATION:</b>	Church House, Great Smith Street, London SW1P 3AZ
<b>HYBRID WORK ARRANGEMENTS:</b>	1-2 days per week in the office
<b>IS HOMEWORKING A REQUIREMENT FOR THE ROLE?:</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?:</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>CONTRACT TYPE:</b>	Permanent
<b>IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL</b>	<input type="checkbox"/> Choose an item.
<b>IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?</b>	<input type="checkbox"/>
<b>ORACLE POSITION CODE:</b>	8029854
<b>COST CODE:</b>	31460
<b>PARENT POSITION:</b>	Property Compliance Manager