

ROLE PROFILE FOR Quality Assurance and Performance 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 is a statutory charitable body, which looks after the welfare of those who retire from the stipendiary ministry of the Church of England, and their widow/er(s), civil partners and dependants by the provision of pensions grants and retirement accommodation. The Board's Housing department administers the provision of retirement housing for eligible clergy and their spouses in the form of mortgage loans, shared ownership, rented property and 7 Supported Housing schemes. Properties are located throughout England and Wales.

Our Property Team manage repairs and major works to occupied rental and shared ownership homes. The Quality Assurance and Performance Officer will support the delivery of these services.

What you'll be doing

The purpose of this role is to support the effective delivery of our repairs, maintenance, property compliance and major works services by leading on tracking, monitoring, resolving and when necessary escalating performance issues.

- To be the lead/main point of contact in managing performance and quality assurance of services provided by external partners of the Church of England Pensions Board and internally provided services.
- Responsible for conducting a range of general quality assurance and performance duties to enable the Board to accurately manage services and improve customer satisfaction.
- Working with partner contractors, consultant, information technology departments, business services and Finance to develop and monitor methods of performance monitoring. To implement and use these tracking systems
- To regularly track performance of contractors through various data sources and to provide regular reports to the Operations Manager and Head of Operations and Strategy.
- Investigate and resolve complaints from residents and other stakeholders

MAIN DUTIES AND RESPONSIBILITIES

Reporting to our Operations Manager you are responsible for the effective gathering and use of data to monitor, track and deliver service related improvements in relation to maintenance, repair and major works undertaken to properties owned by the Board to create a more customer focused service. Key responsibilities include;

- Accurate gathering, formatting and analysis of data
- From data gathered seek to resolve performance issues directly with service providers or through escalation to the Operations Manager as appropriate.
- Within area of operation, ensure data held on our Housing Management System (QL) is up to date and relevant
- Take ownership of complaints, investigate and resolve issues. When appropriate escalate matters to the Operations Manager or Head of Operations and Strategy

Quality Assurance, data management, review and performance:

1. Lead on the development and implementation of quality assurance practices to support and develop our property management work.
2. Gather data through surveys, database generated reports and other sources to produce quality assurance and performance reports. Make recommendations for service improvement directly to the Operations Manager.

3. Working jointly with the Operations Manager to produce monthly, quarterly and year-end reports to be presented to the Senior Management Team, and the Board's Housing Committee. When applicable make recommendations for service improvements, with agreed targets, and timescales.
4. Assisting with developing and coordinating mechanisms for gaining feedback from customers.
5. Input, analysis and production of satisfaction survey reports and presentations using agreed spreadsheets and the QL system.
6. Assist with the review of "monthly application for payments" from our main contractors. Map data against previous repairs, complaints data and data from satisfaction surveys to identify possible duplications of costs or other invoicing errors.
7. Work with our Business Services Team to further develop our Housing Management System (QL).

Communication with residents and complaints:

8. Undertake regular customer surveys to gather customer feedback on repairs works, compliance work and major works undertaken to their home. Surveys will be undertaken using a combination of online forms, telephone calls and postal surveys.
9. Work with other staff members and customers to address and resolve performance and/or quality issues raised by residents through these surveys.
10. Lead on the investigation of complaints related to property maintenance matters (including complaints regarding contractors/consultants conduct). Work with the relevant staff members or external consultants to investigate complaints.
11. Ensure data in relation to complaints and other contacts with residents and other relevant parties is recorded on our Housing Management System (QL).
12. Run regular reports on complaints and correspondence data from QL for review by the Operations Manager and other relevant parties.
13. Receiving and dealing with routine written and verbal enquiries, ensuring that all agreed standards for responsiveness are met to deliver the highest possible level of customer satisfaction.

General Administration:

14. Raise, vary and complete as necessary works orders on QL.
15. Maintain and update as necessary process maps, policies, procedures and similar documents.

16. Schedule and arrange, in conjunction with the Operations Manager and Head of Operations and Strategy, regular meetings with relevant contractors. Ensure agendas, papers and other documents are circulated to attending parties prior to the meeting. Maintain accurate records of meetings including a action plan. Between meetings follow up with relevant parties to ensure actions are being progressed.
17. Reporting to the Operations Manager any identified areas of risks to the Church Of England Pensions Board and assisting in the development of solutions to rectify these.
18. Providing management information from both the manual and computerised systems as and when required.
19. Production and analysis of team performance information for team meetings.
20. Word processing correspondence, reports, papers, memos, tables and charts as required to a high standard of accuracy and speed, using word processing, spreadsheet and similar packages. Creating and using spreadsheets to update statistical data.
21. Responding to telephone enquiries, drafting routine correspondence as required in response to such enquiries in accordance with agreed procedures.
22. Creating and maintaining accurate and up to date files which allow instant access to information whilst ensuring the security and confidentiality of all data.
23. Actively participating in regular one-to-one reviews with line manager. Undertaking learning and development activities, including attending training events. Planning and prioritising own workload.
24. Establishing, developing and maintaining effective working relationships with all work colleagues, and contractors associated with the Church of England Pensions Board.
25. To register and track formal and informal complaints. Ensure all complaints are fully responded to within the agreed timeframe in accordance with current policy.

Other:

26. Complying with and implementing the GDPR (General Data Protection Regulation).
27. Attendance at the Operations Managers meeting as invited to discuss and present reports relating to performance of contractors and other parties delivering services on behalf of the Board.
28. No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.

29. The post holder will be required to work from our Westminster Office on occasion (Hybrid working options exist). This is to make use of equipment within the office and paper based records and to attend meetings on occasion.
30. As part of the role the post holder may on occasion need to visit residents in their own homes or attend meetings with contractors/consultants at other locations.

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

Knowledge/Experience

- Working within a busy customer facing team
- Maintaining systems to track and monitor work
- Basic experience/understanding of property maintenance within a residential setting (the post holder will be required to engage with customers and contractors about repairs matters and therefore an understanding of basic terminology used and key components will be required)

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 target and deadlines
- Deal with wide range of people including vulnerable people
- Ability to take accurate notes of meetings, develop and implement action logs from meetings
- Attention to detail

- 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/Experience:

- Knowledge of Housing/Property databases (QL preferred)
- Experience of working within a Housing/Property Services related environment

Vacancy Summary

JOB TITLE:	Quality Assurance and Performance Officer
NCI ENTITY:	Church of England Pensions Board
DEPARTMENT:	Housing
GRADE:	Band 5 Standard Point
SALARY:	£38,918
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House
HYBRID WORK ARRANGEMENTS:	1-2 days per week in the office
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/> Select level of DBS Check required
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	Click or tap here to enter text.
COST CODE:	31460
PARENT POSITION:	Operations Manager