



THE CHURCH  
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

## ROLE PROFILE FOR

# Property Planned Maintenance Manager

### About the organisation

The Church of England Pensions Board Housing Department provides housing options for those who retire from ministry in the Church of England. More widely the Pensions Board is a charity which runs pensions schemes with over 30,000 members and provides grants as well as accommodation.

We offer a range of housing options for retired clergy and eligible family members, primarily through:

- 1,200 rental properties located throughout England
- Community Living (sheltered housing type accommodation with additional facilities) homes in 7 schemes across England
- Relationships with other housing providers

### What you'll be doing

As the portfolio Planned Maintenance Manager you will lead a small team to deliver an effective planned maintenance function, ensuring that we provide quality homes for residents in our rental and Community Living properties. This is a new team of six and you will need to establish and recruit the department and develop its procedures and processes.

You will work collaboratively with colleagues from across property and customer service teams and with external maintenance partners to deliver quality accommodation, value for money and compliance with regulatory standards. You will be responsible for an annual budget of around £8m.

To be successful, you will need to be a strong team leader with a good understanding of property refurbishment and customer service within an occupied housing setting, including experience of specifying and managing planned projects. You and your team may be instructing and managing contractors directly or via an externally appointed contract administrator. An innovator and a problem solver, you will have strong technical knowledge of construction and maintenance works along with the ability to procure and manage an external supply chain with strong budget management.

You will assist the Pensions Board in meeting upcoming obligations including;

- Those covered by the Renters (Reform) Bill including the likely implementation of a Decent Homes Standard
- Minimum EPC E and energy efficiency requirements
- The wider Church's aspirations in relation to Net Zero by 2030

Examples of projects your team will manage include;  
December 2024

- External repairs and redecorations (including re-roofing and window replacements, paving, drainage and similar) to primarily street based housing
- Internal refurbishments including replacement kitchens, bathrooms/wetrooms, rewiring, heating upgrades and similar
- Energy saving and other works to assist the Board in meeting its net zero aspirations initially based on a fabric first approach before moving onto net zero technologies.
- Capital projects to our Community Living Schemes such as window replacements, internal works to residents' flats and upgrades/replacement of mechanical and electrical services.

Our properties are located throughout England, with a few in Wales. You will be required to visit residents in their homes and supervising the works of contractors and consultants will require meetings on site. This means you will need to work flexibly and on occasion, may require overnight stays away from home.

Our main office is in central London and you will need to attend the office for in-person meetings, training courses and other events on an at least monthly basis.

## **MAIN DUTIES AND RESPONSIBILITIES**

1. To be the organisations primary technical and contract lead for the delivery of planned works to our homes
2. To develop and lead a small staff team to deliver planned works, providing excellent customer care and making best use of the financial resources available.
3. To work collaboratively with other teams within the Housing Department and wider National Church Institutions
4. Work with the Head of Operations using data (such as stock condition surveys, EPCs, compliance records, previous repairs data and commissioned surveys) to develop, design and deliver a forward works programme for the Board's rental and Community Living schemes planned maintenance programme,
5. As required procure external consultants/specialist advisors to undertake relevant design works, project management and other tasks
6. Develop specifications for works and engage with other teams to ensure components fitted can be maintained and provide consistency across the Boards properties
7. Work with the Boards appointed repairs and maintenance contractors to deliver projects or procure and appoint suitable specialist contractors to undertake works, creating suitable performance indicators to track, measure and report on works programmes
8. Provide forecast expenditure reports and regularly track planned, committed and actual expenditure against budgets and report to Head of Operations and Director of Housing and finance team as relevant.
9. Oversee accurate record keeping for the Board (using our Housing Management System) and also for residents.
10. Develop and implement an effective resident communication strategy to ensuring residents are aware of and engaged in forward works programmes and additional support is provided as required to residents to enable works to take place within their home.
11. Ensure you and your team comply with the organisation's safeguarding policies and procedures and participate in relevant training.
12. Provide a customer focused complaint resolution in relation to the works programme.
13. Where external funding sources are to be used for the works, comply with and report against the grant stream requirements.

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 particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

### Essential

#### *Knowledge/Experience*

- Strong technical knowledge of residential maintenance, construction works and asset management and the ability to make informed decisions based upon specialist information provided by others
- Experience of delivering excellent customer service within occupied housing
- Knowledge and experience of leading and managing a team
- Experience of budget management
- Experience of engaging with residents and providing support to during the delivery of works
- Knowledge and ability to write reports and develop schedules of works.
- IT Literate with excellent knowledge of Microsoft products, data management and database systems
- Strong understanding of Health and Safety and Compliance regulations within a construction and housing setting including an understanding of the Housing Health and Safety Rating System (HHSRS)
- Knowledge and experience of the Construction (Design and Management) Regulations

#### *Skills & Abilities:*

- Effective manager to lead and develop a team
- Excellent communicator, able to work effectively with different groups (including residents, staff, contractors and other stakeholders)
- Highly organised and able to work with minimal supervision
- Flexible and approachable with an attention to detail
- Ability to meet competing deadlines by prioritising and setting targets
- Self-motivated with initiative, and a record of achieving agreed objectives within time and resource constraints
- Naturally collaborative and enjoys working with people from diverse backgrounds
- Ability to travel and work flexibly

#### *Qualifications & Training:*

- An appropriate professional qualification (e.g. RICS/CIOB/IET/IMechE or similar) or construction-related qualification (e.g. HND in construction, or degree) with relevant construction-related experience.
- Valid UK driving license
- This role will require a basic DBS check.

### **Desirable**

- Knowledge and understanding of older persons/Retirement Housing
- Experience/understanding of M&E within a residential setting
- Experience of devising an organisational wide Asset Management strategy

### **Note:**

The post holder will be required to manage works and staff who are remotely based throughout England and Wales. It is therefore anticipated that the post holder will need to travel regularly to undertake site visits and in person meetings whilst making best use of remote working technology.

## **About the National Church Institutions (NCIs)**

The Pensions Board is one of the National Church Institutions (NCIs) which 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 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.

## Vacancy Summary

<b>JOB TITLE:</b>	<b>Planned Maintenance Manager</b>
<b>NCI ENTITY:</b>	Church of England Pensions Board
<b>DEPARTMENT:</b>	Housing
<b>GRADE:</b>	Band 2      Standard Point
<b>SALARY:</b>	£68,999
<b>WORKING HOURS:</b>	35
<b>PRIMARY OFFICE LOCATION:</b>	Home based
<b>HYBRID WORK ARRANGEMENTS:</b>	Home based
<b>SUITABLE FOR FULL HOMEWORKING:</b>	<input checked="" type="checkbox"/>
<b>HOMEWORKING REQUIRED:</b>	<input checked="" type="checkbox"/>
<b>CONTRACT TYPE:</b>	Permanent
<b>IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL</b>	<input checked="" type="checkbox"/> Basic
<b>IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?</b>	<input type="checkbox"/>
<b>ORACLE POSITION CODE:</b>	<a href="#">Click or tap here to enter text.</a>
<b>COST CODE:</b>	31460
<b>PARENT POSITION:</b>	Head of Operations and Strategy