



THE CHURCH
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

ROLE PROFILE FOR HEAD OF BUSINESS OPERATIONS

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 (PB) 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

You will be leading the PB Housing Business Operations function, collaborating with Senior Leadership Team colleagues, to ensure the effective and efficient delivery of PB Housing business operations to the benefit of the Board's customers and funders. The role delivers support and enabling services to colleagues and customers through administration, processing and data management activities.

Main Duties and Responsibilities

- Ensure PB Housing business operations enable and support effective and efficient delivery of the Board's housing services
- Lead and develop the business operations team in support of PB Housing objectives
- Oversee financial processing including rent and service charge collection and supplier payment
- Manage securitisation and ensure business compliance with financial borrowing covenants
- Identify and adopt new technologies and drive implementation of new systems and processes
- Manage, monitor and review master data quality and data processes
- Work with colleagues to introduce robust financial processes and performance reporting mechanisms for any future charitable services developed and offered by the Board.
- Oversee administration of the Board's legacy mortgage scheme
- Drive efficiency, operational improvement and benefits realisation within the organisation
- Manage key suppliers
- Ensuring the Board's housing operations are properly insured
- Monitor operational performance across PB Housing and identify areas of improvement.
- Production of business information to support strategic business development and planning.
- Manage the secured portfolio in terms of compliance and reporting requirements and provide clear guidance on commercial borrowing policy and process
- To deliver internal customer support services including timely payment of property costs with appropriate checks on costs and suppliers, the raising of PO's, and processing of invoices for sections across the department.
- Support the Board's Safeguarding policy and procedures
- Play a full and collaborative role as a member of the PB Housing senior leadership team and wider leadership group in the National Church Institutions, personally role-modelling the NCIs' values and behaviours.

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 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

Personal attributes:

- Effective manager of change, able to create acceptance and support for ideas, inspire others, and foster a culture of continuous improvement.
- Leadership and management skills with the ability to inspire, motivate and empower people managing performance and development of staff
- Able to lead and manage teams, budgets and other resources, and contracts.
- Strong interpersonal skills including motivational, negotiating, influencing and networking

Skills/Aptitudes:

- Commercially astute and experienced senior professional skilled in business support operations.
- Strong technical background with sound understanding and knowledge of finance systems
- Proven problem analysis and problem-solving capability

Knowledge/Experience:

- Substantial experience of leading business operations or support services teams
- Experience of delivering excellent external and internal customer service
- Knowledge of business operation systems including payments management
- Experience of working with and supporting Committees and Boards
- Identifying how innovative ideas in other contexts can be applied and work effectively in a new setting
- Understanding and experience of applying levers of behaviour and culture change
- Strategic and operational planning and resource management

Desirable

- Knowledge of housing Service Charges
- Understanding of the operations of a mortgage business
- Experience and understanding of older people and their housing needs.

Vacancy Summary

JOB TITLE:	Head of Business Operations
NCI ENTITY:	Church of England Pensions Board
DEPARTMENT:	Housing
GRADE:	Band 1 Standard Point
SALARY:	£82,157
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House, Great Smith Street, London SW1P 3AZ
HYBRID WORK ARRANGEMENTS:	1-2 days per week in Church House
IS HOMEWORKING A REQUIREMENT FOR THE ROLE?:	Yes <input type="checkbox"/> No <input type="checkbox"/>
IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?:	Yes <input type="checkbox"/> No <input type="checkbox"/>
CONTRACT TYPE:	Fixed-Term – 2 Years
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:	8027642
COST CODE:	31461
PARENT POSITION:	Director of Housing