

ROLE PROFILE FOR Property Officer (Acquisitions and Disposals) FTC

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) and dependants by the provision of pensions grants and retirement accommodation. The Board's large Housing Department administers the provision of retirement housing for eligible clergy and their spouses in the form of mortgage loans, rented property, shared ownership, supported Housing. The Acquisitions and Disposals Team are responsible for the purchasing of rental properties to add to the portfolio and disposing of those no longer required. The team are also responsible for looking after all void properties and refurbishing these prior to reletting. The team are expected to work closely with the Housing Officers and other members of staff to ensure as far as possible housing is available to clergy at the point of retirement.

What you'll be doing

Making best use of the Boards resources to provide housing to those retiring from ministry. The post holder will be required to source and purchase suitable properties to add to the portfolio and to sell properties no longer required within the aspirations of the business plan and yearly budgets.

Working collaboratively with our maintenance partners to ensure smooth service delivery and where necessary, to resolve complaints and other issues as they arise. To work within the budgetary parameters whilst maintaining best practise and value.

MAIN DUTIES AND RESPONSIBILITIES

Purchase and sale of properties:

1. To source suitable properties for addition to the portfolio giving due regard to; budget, location and design of property. Propose potential purchases to the Acquisitions and Disposals Manager/Head of Operations and Strategy for consideration and review.
2. Manage, negotiate and see through to completion tasks relating to the acquisition of suitable properties. In accordance with our guidelines and policies instruct appropriate professionals (primarily from an existing call off order list). Record relevant approvals and reports on computer systems for audit purposes.
3. Negotiate with agents and developers to secure properties following internal approval, arranging viewings (generally undertaken by regionally located staff) to secure a good value deal for the organisation.
4. Instruct relevant parties to undertake surveys and tests of properties being considered for purchase. Summarise findings in relevant internal reports.
5. Instruct legal advisors to act on behalf of Board (primarily from an existing call off order list). Summarise findings in relevant internal reports for review by relevant internal parties. To review necessary documentation and where necessary seek further professional advice to ensure our interests are protected and there is full disclosure of future liabilities.
6. Seek internal approvals for purchases.
7. On behalf of the Board arrange via our finance team and business services teams payments for deposits and property purchases.
8. Arrange for contract signings (signings undertaken by Directors).
9. Arrange for purchased properties to be set up on our housing data base system together with the relevant property information.

10. Arrange relevant compliance related works to newly purchased properties in accordance with our internal policies and procedures and provide all relevant certification to our compliance team prior to the commencement of a new tenancy.
11. Manage tasks associated with the disposal and sale of the non-retained property portfolio ensuring appropriate professionals are instructed in accordance with our guidelines and that policies and procedures are followed accurately and evidenced on file for audit purposes. Seek internal approvals in line with policies.

Refurbishment of void properties:

12. Working with the housing team and our maintenance partner, ensure lead in times are met, that void re-let times are kept to minimum and any potential financial risks are minimised by following appropriate void procedures.
13. To support the management of refurbishment of our empty properties through our maintenance provider or other contractors to ensure they meet our lettable standards, on time and within agreed budget as set down in the relevant policies and processes. Issue instruction to contractors (seeking internal approvals as applicable), review proposed works schedules and when applicable seek customer choices in relation to works.
14. To support the active management and monitoring of value for money, performance and quality standards reviewing the effectiveness of refurbishment works in order to promote continuous improvement.
15. Ensure relevant liaison with internal and external stakeholders where necessary to ensure our properties meet the needs of our customers both in terms of comfort and mobility (subject to internal policies on aids and adaptations and letting standards) and in good time for their planned retirement.
16. Liaison as appropriate with agents, professionals and contractors ensuring compliance with probity and procurement policies are adhered to at all times.
17. Create and maintain accurate and up to date property record details using both manual and IT recording systems in order to produce accurate information to support the performance targets and KPIs for the team.
18. Maintain and update the delivery partner void tracker and the equivalent for external contractors.
19. To provide our business services team with required information to enable new properties to be set up on our housing management system (QL) and data for properties being disposed of.
20. Provide relevant data and certificates to our property compliance team in relation to works undertaken.

21. Raise works orders to contractors, issue relevant instructions, within delegated authority, vary works orders and complete as required on QL.
22. Update property components and other relevant property information on QL and stored on shared drives.
23. Ensure cost data and progress information in relation to works is provided to relevant parties in a timely manner to assist in forecasting of expenditure and accurate tracking of costs.
24. Instruct and monitor the gas capping, drain down and associated activities once a tenancy has ended, or property is purchased, to ensure completion within agreed timescale.

Other functions:

25. Regularly update other colleagues as required to provide updates on works, proposed property purchase and the like to ensure the expectations of those retiring can be effectively managed.
26. Participate in managing calls received through the Housing Helpline and other team based contact numbers together with managing correspondence received through team based emails.
27. Taking personal responsibility for ensuring the accuracy of data and recorded information.
28. Manage confidential information in the appropriate manner ensuring that systems are complete and correct at all times.
29. Any other duties commensurate with the duties and level demanded of the current post holder as designated by the Manager.
30. Willingness to travel throughout the United Kingdom to meet customers/contractors.

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

March 2024

- Experience of working within a Housing or Property environment (ideally occupied residential)
- Experience of property environment and in particular conveyancing process
- General knowledge of building construction and preventative maintenance
- Experience of delivering a customer focused service
- Experience of providing support to residents/tenants
- Genuine skills in engagement and communication including negotiation and persuasion.
- IT Literate with previous knowledge in Microsoft products and the use of database systems.

Skills & Abilities:

- Good communication, negotiation and liaison skills
- Attention to detail, ability to follow defined processes and procedures, good record keeping.
- Good IT skills (MS office products)
- Ability to work with minimal supervision, whilst being organised and self-disciplined.
- Excellent people skills
- Flexible and approachable
- Confident and responsible, making decisions and being accountable
- Ability to cope with competing deadlines, to prioritise and set targets, working in a structured manner
- Be self-motivated, have initiative and a record of achieving agreed objectives within time and resource constraints.
- Adaptable and innovative
- Ability to relate well to a variety of people and create, maintain and enhance working relationships.
- Willing to learn new concepts and open to change

Desirable

Knowledge/Experience:

- Knowledge of health and safety legislation, CDM and HHSRS
- Use of data base systems (Housing management systems/QL/SAP preferred)

Vacancy Summary

JOB TITLE:	Property Officer (Acquisitions and Disposals)
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 spent in the office
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Fixed-Term
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:	8102007
COST CODE:	31460
PARENT POSITION:	Acquisitions and Disposals Manager