

ROLE PROFILE FOR Regional Operations Manager (Community Living Service)

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:

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

What you'll be doing

Reporting to the Head of Community Living, the two Regional Operations Managers are responsible for the delivery and management of the Board's Community Living service, comprising 7 sites around the country, with a multi-disciplinary staff team of 90 headed up by site based Scheme Managers looking after tenants across 212 units.

This role delivers across a wide range of operations, including supporting local teams with the delivery of services (including catering) and staff management. The post holder is also responsible for ensuring compliance with health and safety at the schemes, supporting the delivery of repairs programmes, supporting tenant engagement and tenancy management, setting annual scheme budgets and raising the profile of the service within the wider Church.

This post (Regional Operations Manager – South) will be responsible for four schemes: Capel Court near Cheltenham, Gracey Court near Exeter, Manorstead near Haslemere (Surrey) and Ramsay Hall in Worthing.

This role is Home Based and requires regular travel to each scheme on at least a quarterly frequency, but more frequently if required and this will include overnight stays, The post holder is also required to travel to our head office, Church House in Westminster and other venues for meetings.

MAIN DUTIES AND RESPONSIBILITIES

Staff Management and Customer Service Delivery

1. Providing strong leadership to the staff team and ensuring that direct reports and the wider team are managed through an appropriate mix of on-line and in person meetings to support and manage performance.
2. Overseeing and supporting the effective delivery of a customer focused service to our residents, including tenancy management, housing related support services, liaison with external agencies and partners such as Social Services, Occupational Health and Housing Benefit teams.
3. Acting as one of the departmental Safeguarding leads to promote the principle of safeguarding being everyone's responsibility and through this, supporting safe services and ensuring safeguarding concerns are managed appropriately
4. Delivering the service's marketing strategy to publicise the service, supporting the Scheme Managers to meet void turnaround targets.
5. Report monthly on both performance and compliance measures for the schemes you oversee.
6. Supporting the delivery of a programme of continuous HR and Service policy review, to ensure processes are up to date and reflect best practice/legislation.

Asset Management and regulatory compliance

1. Supporting the Head of Community Living in managing and delivering the schemes' planned works programme in liaison with the Board's Planned Works team
2. Acting as the client in ensuring major works projects comply with Health and Safety requirements including CDM arrangements, in liaison with the Board's Planned Works team – when that is set up.
3. Completing "Section 20 consultations" in respect of major works and relevant long term contracts.
4. Ensuring that the schemes comply with relevant Health and Safety legislation including fire safety, catering and legionella, and that all service maintenance contracts are in place and operating satisfactorily.
5. Ensuring annual risk assessments are carried out in-house or through our H&S consultants, and that recommendations arising are scheduled and completed.
6. Completing regulatory and policy compliance checks at the schemes, to provide a 'quality assurance framework' for the Board and the Internal Audit team on at least an annual basis.

Service Charges and Budgets

1. Setting the annual repairs budget and an annual service charge budget and supporting the three-year planned works budgets.
2. Liaise with the Housing Finance team in respect of reviewing expenditure against budget during the course of the financial year at each scheme and supporting the Housing Finance team with the delivery of the service charge year end audits.
3. Lead on the consultation process with residents in respect of the new charges each year and the annual presentation of accounts.

Organisational Change

1. To contribute to, and/or lead on Departmental projects involving service development, marketing, systems and processes.
2. Support and lead direct reports and their teams through the change process
3. Liaise with other teams within the Pensions Board, to ensure that the community living service is seen and heard and plays its part in providing a holistic and joined up service to all the Board's housing customers.

Your main tasks and responsibilities are set out in your written job description. The NCIs reserve the right to require you to change your job description or to require you to perform a different job consistent with your status and any such change will not constitute a change of the terms and conditions of your employment.'

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

- Experience of managing the delivery of housing with support services, preferably within the housing for older people
- Experienced in coaching, mentoring and developing remote teams to achieve key objectives and deliver change.
- Proven leadership and communication skills, with the ability to adapt quickly to changing situations and communicate well with a wide variety of people
- The ability to build and maintain relationships with stakeholders, including with external agencies and other teams within the organisation. This is a key aspect of the post
- Computer Literate, with a minimum of intermediate level knowledge of Excel, Word, Outlook and experience of housing/finance databases (SAP is currently used for financial transactions and the Housing Department uses the QL housing management system).
- Overseeing building projects, including supporting the delivery of planned works at your schemes.
- Budget setting and budget management within a housing service context, including budgeting for planned works and service charge setting.

Qualifications & Training:

March 2025

- A management qualification or professional housing qualification, such as provided by the CIH or similar experience.

Circumstances:

- Able to travel and work away from home on a regular basis
- Access to a vehicle for work related travel

Desirable

- Experience in handling formal employee relations cases such as grievance and disciplinary, and experience with recruitment.
- An understanding of welfare benefits and including specifically Housing Benefit rules.
- Experience with setting and managing variable service charges.

About the National Church Institutions (NCIs)

The Pensions Board is one of the National Church Institutions, 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 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 are looking for then we would like to hear from you.

Vacancy Summary

JOB TITLE: Regional Operations Manager (Community Living)

NCI ENTITY: Church of England Pensions Board

DEPARTMENT: Housing

GRADE: Band 3 Standard Point

SALARY: £59,248

WORKING HOURS: 35 hours per week

PRIMARY OFFICE LOCATION: Church House, Westminster

HYBRID WORK ARRANGEMENTS: Hybrid working with regular (quarterly) travel to each scheme which will include overnight stays. In addition, regular travel to our head office, Church House in Westminster and other venues for occasional meetings

IS HOMEWORKING A REQUIREMENT FOR THE ROLE?: Yes No

IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?: Yes No

CONTRACT TYPE: Permanent

IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL
Enhanced

IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?

ORACLE POSITION CODE: 8017452

COST CODE: 3400/31405

PARENT POSITION: Head of Community Living