



The Diocese of
Southwark

Residential Property Manager

This is a unique opportunity to grow and develop your career. Managing properties, creating homes, and delivering excellence every step of the way!



**Christ
Centred**
**Outward
Focused**

Diocesan Staff Purpose

To lead, enable, serve, support, and enable the mission of God as it is worked out in the parishes, deaneries, schools, and communities of the Diocese of Southwark.

Job Description

Job Title:	Residential Property Manager
Reporting to:	Property Operations manager
Location:	Trinity House, Borough High Street
Key Relationships:	Director of Property Services Bishop's Lead for Strategic Development, including Property Archdeacons Clergy and other property occupiers Contractors and suppliers Area surveyors Repairs Co-ordinator Property Administrator Assistant Director and other members of the Finance Department Legal advisers to the Diocese

Background:

The Property Department of the Diocese of Southwark is responsible for the management of and extensive portfolio of over 400 properties across south London and part of Surrey. This includes parsonages, investment properties, redundant churches and lettings. It is headed by the Director of Property Services

Role:

The postholder will be the lead for the property services department on the management and letting of Diocesan properties to ensure the best effect for the mission and ministry across the diocese. It is a responsible role requiring considerable demonstrable adherence to the Diocesan values, under the Director of Property Services.

Main duties and responsibilities:

1. Management of the letting of Diocesan properties

- Arrange for new tenancies, licences, leases and renewals etc. and liaise with agents, solicitors and parishes, ensuring that all relevant documentation is prepared.
- Managing and maintaining all correspondence and processes about the starting and ending of tenancies and other forms of occupation including dealing with and recording checking in and out arrangements.
- Ensuring that where appropriate EPC's and Gas and Electrical safety certificates are in place.
- Ensuring that where appropriate white goods are in place for external tenancies.
- Dealing with any legal issues with tenancies, etc. in conjunction with the Diocesan Secretary
- Keeping records of rent payments and income
- Dealing with enquiries about rent, and liaising with the Finance Department over non-payment

- Implement rent reviews for commercially let property and monitor rent arrears and action as appropriate, liaising closely with the Finance Department and agents/solicitors as appropriate.
- Seek details of new properties for purchase and external rentals. Manage external agents appointed to manage land and properties on behalf of the Diocese. To ensure that all appropriate agreements and contracts are in place, that rents due are received in a timely manner and that the land and properties involved provide the best effect for mission and ministry.

2. Management of the Diocesan properties in Vacancy

- To oversee the vacancy processes, to ensure the efficient and effective use of our properties, and the department is effective in making the properties available for mission and ministry in timely and effective manner.
- Liaison with archdeacons, P.A.'s and others regarding the movement of clergy and others.
- To ensure that the Diocesan corporate Vacancy Tracker is kept up to date and used effectively
- Ensuring that vacant properties are monitored by either surveyors or churchwardens
- Manage the caretaker process to ensure all aspects of arranging caretaker provision for empty properties are kept up to date.

3. Manage the arrangements for the accommodation of curates in training, in liaison with the Archdeacons and Diocesan Secretary

- Oversee the allocation of accommodation to new curates, liaising with Archdeacons, the Diocesan Secretary and parishes as necessary.
- Managing the process for curates who are leaving their accommodation

4. General

- Maintain up to date records and provide reports to the Director of Property Services and the Diocesan Secretary for monitoring purposes and for meetings. This includes ownership and leadership of compliance with the Corporate Vacancy Tracker on behalf of the team and management of the property services vacancy tracker .
- Deal with insurance matters within the Property Department as they arise from time to time, co-ordinate and/or respond to insurance queries and claims made in respect of property. Including monitoring and updating records as appropriate and liaison with the Director of Finance (Lead on Insurance Matters) plus communication with insurers, loss adjusters, etc. as necessary.
- Responding to contact from occupiers, parishes or the public including in relation to repairs, party wall matters, boundary wall queries, etc.). Where necessary and where appropriate briefing and passing on to the relevant colleague.
- Dealing with Land Registry enquiries, updating records, filing, logging and dealing with updates from solicitors and others. Identifying where an IMD rent is payable and working with the Property Administrator (Legal) to ensure that the appropriate IMD rent is collected
- Support the Director of Property Services and other staff, in managing and completing specific projects as required.
- Contribute to the efficient running of the property Department by carrying out tasks in a professional and positive manner and:
 - Respond to telephone calls and deal where appropriate or pass to others
 - Ensure that a high standard of documentation is maintained

- Assist other staff in performing their duties including providing ad hoc cover for staff during absence (leave, sickness, etc.). Ensure that property and other records are maintained in appropriate storage and readily accessible whether in soft or hard copy.
- Work collaboratively with Property team

5. Any Other Duties

A core value of Diocesan staff is collaborative team working. The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder and you may be asked to perform any other duty as directed from time to time.

Other key relationships:

Health and Safety

Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

Equality and Diversity

All staff are expected to demonstrate the value of 'Respect for All', and follow any guidelines and policies relating to equality and diversity, and equal opportunities.

Confidentiality

Maintaining confidentiality and preserving the integrity of our work in the Diocese is very important. You will not, except as authorised by the Diocese, or as required by law or your duties, use, divulge or disclose to any person, firm or organisation any information about individuals, parishes or the Diocese, or other confidential information relating to the organisation, finances, parishes, dealing and affairs of the Diocese which may come to your knowledge during your employment.

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Person Specification

This post is subject to an occupational requirement that the postholder be a practising Christian under Part 1 of Schedule 9 of the Equality Act.

Essential	Desirable
Experience and qualifications	
Experience of working on property-related matters including leases and letting procedures	A relevant qualification in property management, real estate, or a related field (e.g., NVQ, Diploma, or Bachelor's degree).
Some understanding of accounting procedures	Knowledge of property-related charity legislation
Customer service skills including a good telephone manner.	Membership or eligibility for membership with a recognized professional body (e.g., ARLA, RICS, or IRPM).
Experience liaising with tenants and contractors.	Proven experience in residential property management, including managing a portfolio of properties.
Skills/Aptitudes	
Good IT competency in MS office including Excel, Word and PowerPoint	Understanding of property management best practices and compliance requirements.
Ability to maintain a high level of confidentiality	Able to operate management software
Strong organizational skills with the ability to manage conflicting priorities and deadlines.	
Resilient and flexible with an innovative, solutions focused approach	
Ability to deal sensitively and diplomatically with a range of people	
Character and personal qualities	
Able to work accurately under pressure and to deadlines.	Sympathetic to the aims and objectives of the Christian Church and have due regard for the traditions of the Church of England.
Willingness to help and to be a team member in a busy team	
Flexible attitude to tasks and cheerful positive approach to work.	
Be self-motivated, with the ability to work well both independently and as part of a team	
Able to work as part of and integrate into a small team.	

TERMS AND CONDITIONS

Residential Property Manager

Employer

You will be employed by the South London Church Fund and Southwark Diocesan Board of Finance whose registered office is at Trinity House, 4 Chapel Court, Borough High Street, London SE1 1HW.

Normal Place of Work

Your normal place of work will be Trinity House, although you may be required to visit churches around the Diocese. We currently allow some working from home with prior agreement of your head of department, of up to one day per week.

Salary

The post has a salary of £35,000 rising to £40,000 per annum, depending on experience.

Probation

The appointment is subject to the satisfactory completion of a six-month probationary period.

Hours of work

35 hours per week, Monday - Friday

There is flexibility between 7am and 7pm by agreement with your line manager.

Holiday Entitlement

You will receive 26 days annual leave per annum, increasing to 31 days after 2 years' service. There is also an entitlement to 2 local and 8 national bank holidays.

The leave year runs from 1st January to 31st December.

Sick Pay

Sick Pay is paid at full pay and half pay rates dependent on length of service, details of which are contained in the contract of employment. Where the right to Diocesan Sick Pay has not been established or it has been exhausted, then Statutory Sick Pay provisions will apply.

Season Ticket Loan

An interest free season ticket loan is available upon satisfactory completion of the probation period.

Cycle to Work Scheme

The Diocese is part of the scheme that enable staff to purchase a cycle and equipment for cycling to work, through a salary sacrifice scheme.

Pension

A non-contributory pension will normally be arranged with the Church Workers' Pension Fund, currently a 15% employer's contribution.

Employee Assistance Programme

A free and confidential employee assistance programme providing support to staff in a number of areas, including benefits advice, caring responsibilities, and counselling support is available 24 hours a day 7 days a week.

Working Expenses

Reasonable out of pocket expenses will be reimbursed.

Termination of Employment

During the six-month probationary period one week's notice is required on either side. Thereafter you will be required to give three months notice should you wish to resign and will receive a minimum of three months' notice.

Equal Opportunities

The Diocese has a strong commitment to equal opportunities and will not discriminate on the grounds of race, nationality, age, sex, disability, marital status, sexual orientation, religion or belief. Its employees are expected to abide by the Equal Opportunities Policy which embodies these principles.

Disciplinary and Grievance Procedures

Further details would be provided in the contract of employment that would be issued on appointment.

Background Information to the Diocese of Southwark

The Diocese of Southwark, founded in 1905, forms part of the Province of Canterbury in England and is part of the wider Church of England, in turn part of the worldwide Anglican Communion.

The Diocese covers fifteen Local Planning Authorities (in part or wholly).

The Diocese seeks to be a Christian presence and to share the Christian faith in each of its parishes through the mission and ministry of its clergy, congregations, schools and chaplaincies and works to promote the common good, with a particular concern for those most in need.

The Diocese of Southwark serves...

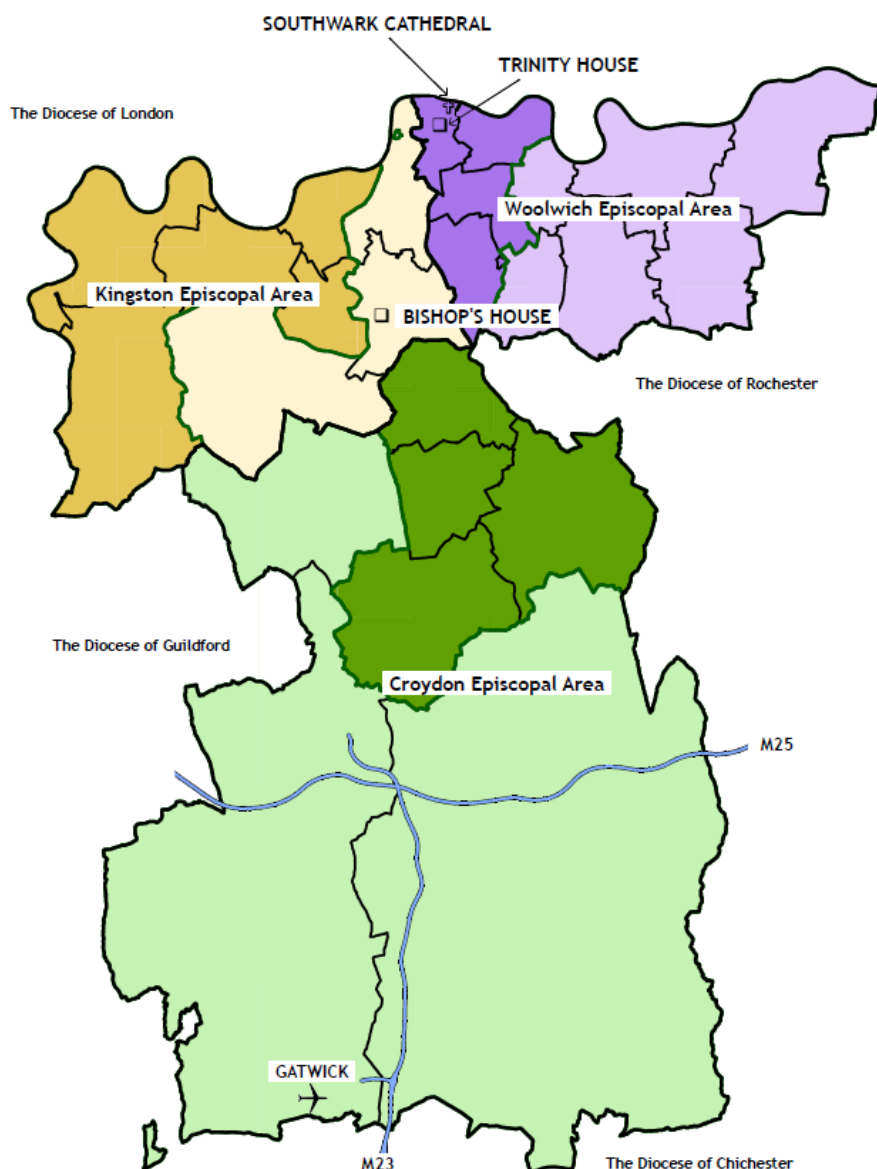


2.9 million people

in the **16** local authorities of South London and East Surrey

through **356** places of worship – a church of England presence in every community

and **103** church schools educating more than **37,000** young people



The Diocese is divided into six archdeaconries and twenty-five deaneries, overseen by the Bishop of Southwark, who is supported in his pastoral work in the Diocese by three area bishops, the Bishop of Kingston, Bishop of Woolwich, and Bishop of Croydon, as well as six archdeacons.

The statutory work of the Church and support to the parishes is provided by the staff of the Diocesan office, located in Trinity House, Southwark.

Trinity House and the Area Offices

Trinity House houses the Diocesan office where most of the executive and professional staff of the Diocese are based. Trinity House is under the overall direction of the Diocesan Secretary who reports to Bishop Christopher, our Diocesan Bishop. Trinity House is just off Borough High Street, within a quarter of a mile of Southwark Cathedral.

SOUTHWARK VISION 2024 – 2035

Christ Centred | Outward Focused

Southwark is a diverse and vibrant Diocese in so many ways, from the energy of the inner city to the beauty of the Surrey Hills. We are one of the largest Dioceses in the Church of England, serving the people of South London and East Surrey. We take joy in the distinctiveness and variety of God's gifts and people. You will find churches that offer welcome, care and dignity in Christ's name to their parishes; chaplains walking along side those in education, hospitals, and prison; and pioneering communities seeking to reach out and serve in new ways.

Our vision is founded on mutual commitment, speaking well of one another and walking together in the pilgrimage of faith. Supporting, encouraging, and resourcing each other in our common task, we seek to be a Diocese that is Christ centred and outward focused.

Our priorities are:



Parishes

We value all our parishes and are committed to enabling and serving them, so they can minister to the whole people of God in their local context.



Ministry

We will maintain the highest possible number of stipendiary clergy and grow our lay ministries. We will ensure that our parishes are served by well-resourced and well-supported clergy, including self-supporting ministers. We will continue to foster and grow our lay ministries including new pipelines for children and youth workers in ministry.



Growth

We will grow our existing churches, including revitalisation initiatives, and establish new worshipping communities. We want to see our Diocese surpassing pre-pandemic levels of attendance in the next five years, to include mixed ecology of worship patterns Sunday to Saturday and grow a further 10% by 2035.



Youth & Diversity

We are committed to becoming a younger, more diverse Diocese. We wish to see our churches evolve to better reflect the communities in which they serve and the gifts of the whole people of God.



Deepening our discipleship

Christ is at the heart of our faith and we will only grow by being intentional about going deeper in our journey with him, replicating our learning and sharing our resources.



Healing

We will seek God's healing for our communities and our world. Christ's call for healing and reconciliation requires us to grapple with many of the issues that we face including safeguarding, social justice, racial justice and care for creation.



The staff who work across the whole Diocese have a core purpose and values that set out their role in supporting the Diocese achieve its Vision and priorities. These are known under the banner of ‘Lead, Enable, serve’ and are summarized in the table that follows below.

<p>DIOCESAN STAFF PURPOSE</p> <p>To serve, support, lead, and enable the mission of the God as it is worked out in the parishes, deaneries, schools and communities of the Diocese of Southwark.</p>
<p>DIOCESAN STAFF AIMS</p> <ul style="list-style-type: none">• To support our parishes and clergy so that they are energized, equipped, and empowered through specialist advice, leadership in ministry, training and development, good housing and by building effective relationships.• To meet our statutory and regulatory obligations, and to be proactive in leading and disseminating good practice.• To evaluate and allocate resources effectively, in line with the vision, aims, values, and policies of the Diocese.• To resource, and support mission and evangelism, vocational discernment, training, and ongoing development for lay and ordained ministries.• To ensure that all our structures, policies, practices and the way in which we communicate are fit for purpose now and in the future, through regular review and continuous improvement.
<p>DIOCESAN STAFF VALUES</p> <ul style="list-style-type: none">• Effective Stewardship of resources• Collaborative Team Working• Respect for all• Transparent Accountability