

Introduction

As a Housing Officer, you'll play a crucial role in providing support to clergy preparing for retirement. This job isn't just managing properties — you will make a significant difference to people's lives by giving them personalised support and expert advice on retirement housing, recognising their individual needs.

The Church of England Pensions Board (one of the National Church Institutions) is unique in being a pension provider and a charity focused on helping clergy find a home for their retirement. Our aim is to deliver a professional high quality, caring and efficient service to our customers, respecting their needs and the needs of those who provide us with the resources to do this.

What you'll be doing

You'll be responsible for a specific geographical area, managing both rental and shared ownership properties, working collaboratively with people from a range of organisations. You will play a key role in keeping things running smoothly, providing excellent customer service whilst ensuring we maintain compliance with our policies and processes.

You will deliver a customer focused service which deals with our residents needs sensitively and efficiently, take enquiries from initial applicants and help them to plan for their retirement including guiding them in the process of securing a suitable retirement home either with the Pensions Board or with another provider.

Liaising with other teams to ensure our customers smooth transition into their retirement home, you will work collaboratively with other housing organisations to proactively create housing solutions by seeking opportunities to form partnerships, and represent the Pension Board at Diocesan and other stakeholder events.

MAIN DUTIES AND RESPONSIBILITIES

- To provide a high-quality responsive customer focused service to all who are seeking advice on their retirement housing options, processing applications within an agreed timescale whilst being sensitive to the needs of the customer.
- Manage and have responsibility for a geographic patch of properties and/or tasks relating to the rental and shared ownership portfolio. Follow policies and procedures accurately and ensure that these are evidenced on file for audit purposes.
- To take full responsibility and manage and a caseload of applications for housing within the Church Retirement Living scheme (CRL), including planning and arranging home visits

and preparing recommendation reports which capture the applicants housing requirements.

- Manage applications for ill health retirement and death in service, with empathy and sensitivity ensuring that the applicant and their family are always aware of their housing options and timescales.
- Communicate effectively and manage the conveyancing process for staircasing applications for the legacy shared ownership portfolio, ensuring that the customer is kept up to date on progress with the increasing their shareholding or the selling their home in a timely manner.
- Instruct and monitor appropriate professionals to act on behalf of the Board and manage day to day expenditure in relation to this. Ensure that the service delivered meets any agreement or timescales. Underperforming service providers should be managed with their immediate line manager.
- Liaise with relevant statutory and non-statutory agencies, Diocesan staff and other stakeholders including team members and other business areas, to provide tailored housing solutions for our customers.
- Ensure there is regular and concise communications with Diocese and Customers throughout their application process, to manage expectations and support a smooth transition into their retirement home.
- Represent the Pensions Board and be present at clergy retirement seminars and theological colleges and similar events across England as required, to deliver a presentation on Church Retirement Living to raise awareness with potential customers.
- Research and contribute to the Housing Options library of information, ensuring that the information is current and accessible for our customers. Actively seek to identify other housing providers to create partnerships to assist with meeting the retirement housing needs of our customers.
- Assist and support future customers with planning for their retirement, helping them to explore all housing options available to them both to ensure they are aware of their options, know how to access them and that they meet their needs.
- Signpost our customers to other housing providers as necessary to ensure that their housing needs are met in a timely manner, advocate for them as necessary and assist them with any application made.
- Explore housing opportunities for those customers with mobility needs, where more specialist accommodation may be required.
- Instruct Occupational therapists reports to support the customers application for housing, examining, and disseminating outcomes to determine the most appropriate housing option for them.

- Actively participate in the weekly exchange meetings with colleagues from Acquisitions and Sales to ensure homes are available at the customers retirement date and to discuss and influence the acquisition of generationally sustainable properties for the portfolio to meet customer demand.
- Take personal responsibility for entering and managing the input of data and information accurately for our customers and stakeholders into the QL Housing Management System. Ensure these actions are managed in a timely manner to minimise system inaccuracy and support the business needs of the team and the wider department.
- Maintain accurate and up to date records of the customer's details using both manual and IT recording systems to enable the production of accurate information to support the performance targets and KPIs for the team.
- Provide up to date monthly vacancy reports to the Acquisitions and Sales team.
- Assist with the preparation and circulation of the on-line property bulletin to ensure vacant properties are advertised and allocated within agreed timescales.
- Actively shortlist all expressions of interest received ensuring that all allocations decisions are fair and transparent are managed in line with the current allocations policy and procedure and communicate the allocation decisions in a timely manner.
- Liaise with the Acquisitions and Sales team to advise on property reservations so that works instructions can be given to either prepare the vacancy for a clergy let or a commercial let.
- Working with the Acquisitions and Sales team and our maintenance partner, ensure lead in times are met and that void re-let times are kept to minimum and any potential financial risks are minimised by following appropriate void procedures.
- Ensure tenancies are issued in a timely manner and are compliant and managed within the legislative framework and as per the procedure. Accurately set up contracts and conditions in QL to ensure income is maximised from the date the property is ready to occupy, direct debits are correct and rental payments are received.
- Provide a complete housing management service to our existing tenants across a defined geographical area, advising and supporting them with tenancy related issues that may affect the terms and conditions of their tenancy agreement.
- Represent the Pensions Board at County Court in hearings relating to breaches of tenancy and for rent arrears when required.
- Maximise the organisation's income through effective management of rent accounts and income recovery across our legacy shared ownership portfolio and CRL rental portfolio, including both current and former tenancies – recommending and instructing legal action where appropriate.

- Maximise the use of the Pension Boards property portfolio by supporting and signposting our existing tenants who are moving into older age with information on other housing providers who offer age-appropriate housing, helping them to make an application and advocating for them as required.
- Respond to safeguarding alerts, ensuring that referrals are made to the relevant agencies and actively participate in any multi agency meetings as required.
- Refer customers who have additional support needs to the Housing Support Officer to help them to access the relevant services, with the focus on offering advice and support to improve their physical and mental health, to enable them to live independently in their home.
- Refer customers who are experiencing financial hardship to the Welfare Advisor for assistance with applications for welfare grants and other benefits to ensure they maximise their income.
- Procure, liaise, and manage, third party agents to commercially let a portfolio of properties on the appropriate tenure until required by clergy for retirement - to maximise the revenue on our empty homes.
- Ensure that the system in place to manage commercial lets is accurate and timely and reflects the reservation dates proposed by clergy to enable us to have the homes ready to let when required and meet our housing offer.

General Duties

- Keep up to date with government legislation concerning the management and delivery of private sector housing management services.
- To respond effectively and promptly to complaints and correspondence from customers and ensure that we learn from these.
- Ensure continuous improvement in service delivery that improves customer satisfaction with the service provision, responding to customer feedback and learning from complaints.
- Be responsible along with other team members for ensuring continuation of service in the absence of other staff.
- Any other duties commensurate with the duties and level demanded of the current post holder as designated by the Manager.
- Willingness to travel throughout the United Kingdom to meet customers in their own homes.
- Willingness to travel to our London Office in Westminster as required, as a minimum this may be one day a week.

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

Proven Ability Knowledge and Experience:

- Experience of working in a customer focused service organisation.
- Proven organisational skills.
- Previous experience of achieving objectives and deliverables within given timescales.
- Knowledge of working to prescribed policies and procedures and ability to audit trail these.
- Excellent communications skills through telephone, virtual and face to face meetings and written communication including electronically via email.
- Competent in Microsoft Office and Outlook and experience of CRM systems.
- Experience of working in and delivering an effective housing and tenancy management service.
- Experience of working in a housing solutions environment and experience of various housing options.
- Experience of creating and building partnerships with other agencies, to support service delivery.
- Working knowledge of Housing Law and how this applies to tenancies.
- Knowledge and direct experience of managing housing allocations under a choice based letting process.
- Experience of presenting information to groups of people in a professional environment.

Personal Attributes:

- Ability to work as part of team and work flexibly to meet demands of the role.
- Ability to prioritise own workload.
- A self starter who takes responsibility for own learning and development.
- Excellent negotiating and influencing skills.
- Ability to relate well to a variety of people and create, maintain, and enhance working relationships.
- Willing to learn new concepts and be flexible.
- Ability to work calmly when under pressure.
- Ability to contribute to solving problems.

Desirable

Previous experience in customer services, property services, or a housing / charity environment.

- A housing management or social care qualification
- Experience working with housing management systems.
- Ability to drive.

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.

Vacancy Summary

JOB TITLE:	Housing Officer
NCI ENTITY:	Church of England Pensions Board
DEPARTMENT:	Housing
GRADE:	Band 5 Standard Point
SALARY:	Starting salary is £38,918 (GBP)
WORKING HOURS:	35 hours per week
PRIMARY OFFICE LOCATION:	Church House, Great Smith Street, London SW1P 3AZ
HYBRID WORK ARRANGEMENTS:	Working 1 day per week from our office in Westminster
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input checked="" type="checkbox"/> Basic
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8102146
COST CODE:	31467
PARENT POSITION:	Nick Griffiths Housing Manager