

<b>JOB TITLE:</b>	Property Assistant
<b>LOCATION:</b>	Diocesan Office, St. Nicholas Church, Boley Hill, Rochester
<b>GRADE:</b>	Grade 4
<b>REPORTING TO:</b>	Property Director

### **PURPOSE OF JOB**

Provide administrative support to the Property Director and Diocesan Surveyors in managing a substantial property portfolio located in north-west Kent and south-east London, comprising clergy housing, investment property (including land) and redundant churches.

### **PRINCIPAL ACCOUNTABILITIES**

1. Respond to routine queries on e-mail and telephone from Incumbents and contractors.
2. Arrange work orders and liaise with clergy and contractors for day to day and other work as required and liaise with Incumbents regarding completed works, noting any follow ups that may be required.
3. Organise and manage the parsonage order system for day-to-day repairs, entering invoices received against works on order system, before passing to Finance for final processing,
4. Arrange dates and times for quinquennial visits and send out the relevant correspondence.
5. Maintain the property database and ensuring that all details are up to date, including during a vacancy.
6. Maintain and manage the gas safety checklist, ensuring all inspections have been carried out and that all safety certificates have been received.
7. Provide secretarial support and diary management as required to the Property Director including managing inbox, diary, meetings, drafting reports, letters. Provide ad hoc secretarial support to the surveyors.
8. Prepare agenda for Property Department Meetings, attending the meetings and preparation of minutes and monitoring actions.

9. Support the Property Director in liaising with Savills, including updating the tracker and attending two-weekly meetings.
10. Provide secretarial support to Clergy Houses Committee, including preparing the agenda, collating papers for distribution and taking minutes.
11. Prepare and maintain monthly Vacant Parsonage Schedule.
12. Ensure that all letters are prepared and sent to the parish in a vacancy advising of their responsibility and arrange a vacancy inspection by the Diocesan Surveyor.
13. Maintain approved contractor database, ensuring copies of current certificates (public liability insurance etc) are received and held on file.
14. Deal with utilities (particularly vacant rented or DBF properties), advising of meter readings etc and ensuring they are notified of the correct correspondence/billing address.
15. Provide general office support, including, taking telephone calls, providing reception cover and other ad hoc administration.

## **SKILLS AND EXPERIENCE**

- Previous PA/secretarial experience
- Previous experience or an interest in Property administration and management would be beneficial.
- Demonstrates a proactive and creative approach to tasks and is willing to learn
- Strong attention to detail
- Excellent organisational skills with an ability to work to tight deadlines
- Ability to prioritise activities and manage tasks concurrently
- An excellent communicator, both verbal and written
- A collaborative worker
- An understanding of when to consult or seek advice
- Experience in handling confidential matters

## **COMPETENCIES**

Achievement Drive – A desire to meet or exceed standards, welcoming feedback, and continually seeking to improve. It includes staying focused on goals over an extended period of time.



Relationships – The ability to understand the perspectives, feelings and concerns of others and initiate, build and maintain relationships in a mutually beneficial way. Recognise one’s own feelings and those of others and manage emotions effectively.

Persuasiveness – The ability to convince others of a view, conclusion, position etc. Communicating in an impactful way, tailored to one’s audience.

Problem Solving – The ability to investigate and breakdown a problem or situation into its component parts, identifying implications and the key underlying issues and establish possible solutions.

Independence – A demonstrated belief in one’s capability to select an appropriate approach to a situation. It includes confidence in one’s judgement or opinion and showing resilience in adversity. Know when to seek the support and advice of others.

Adaptability – The ability to adapt one’s behavioural style or method of approach where necessary to achieve a goal. Responds to change with a positive attitude and demonstrates a willingness to learn new ways to accomplish objectives.

Teamworking – The willingness and ability to work co-operatively and collaboratively with others toward a shared goal, contributing actively to the team. Builds positive relationships and a sense of pride within the team.