

Job Description – Property Management Officer

Reports To	Head of Property Services
Organisation	The Roman Catholic Diocese of Clifton
Date	March 2022

Purpose of Job

Carrying out various administrative responsibilities to ensure the smooth operation of the Property Services Department.

To assist the Head of Property Services in the working and operation of the Property Services Department, ensuring that buildings and land within the Diocesan property portfolio are maintained, managed and in good order.

To oversee the running of Holy Souls Cemetery as Cemetery Co-ordinator.

Key Accountabilities

Property

- Providing front line support for the Property Services Department
- Production and compilation of documents and reports using Microsoft Word, Excel and PowerPoint (amongst other software packages)
- Management of property lettings
- Development and maintenance of the property database
- Development and maintenance of a property mapping based record system
- Administer and improve the property record system including the move to an electronic record system
- Co-ordinate burials and ashes interment with families and funeral directors
- Co-ordinate with the gardener at Holy Souls Cemetery in the maintaining the area
- Administer and keep up to date the Holy Souls Cemetery record system and mapping the Cemetery
- Review annual charges in relation to burials so that costs are in line with local authorities
- Complete paperwork on newly purchased plots and send out relevant documentation for pre-existing graves
- Undertake desk-based research and compile and report findings as required
- Administration of standardised licences, leases and tenancy agreements
- Providing telephone and e-mail support to Parishes, schools and other bodies by researching and answering questions and queries that might be raised
- Development and maintenance of filing and file-based record system
- Liaison with Priest, Parishioners and School Employees
- Liaison with external individuals, consultants and companies including:
 - Contractors
 - Architects
 - Structural Engineers
 - Solicitors
- Liaison with other departments, offices and staff within the Diocese
- Organisation of meetings and other events
- Rent and credit control
- Note and / or minute taking at meetings

Facilities Management

- Administration duties include ordering goods, preparing meeting rooms and other duties as requested
- Postal services, franking
- Photocopying and printing

General

- Providing assistance to other members of the Property Services Department as required
- Liaise with other departments and members of staff

Knowledge, Skills and Experience

Essential

- Well organised.
- Self-motivated.

Possess:

- Good communication skills.
- Good computer skills with a good working knowledge of Microsoft Word and Outlook.
- Time management skills.
- Interpersonal skills with the ability to communicate effectively with people at all levels and from a variety of backgrounds and experience.

Ability to:

- Keep and maintain good records.
- Investigate issues and resolve problems.
- Work within Diocesan policy guidelines and requirements.
- Work with enthusiasm on small projects.
- Work within a team and to develop effective working relationships but also to work alone and on own initiative.
- Deal with a variety of matters and issues at the same time, to prioritise workload to meet deadlines.
- Know own limitations and when to defer to others.

Some understanding of buildings and property related issues would be of benefit although training can be provided.

Desirable

Experience of:

- Other Microsoft Office programmes such as PowerPoint, Excel and Access.
- Other ICT software such as mapping/CAD software and seek ways to improve efficiency, record keeping and delivery of work by increasing the use of available technology.
- Property management

Key Contacts

Internal

- Senior clergy including the Bishop and Vicars General
- Diocesan Trustees
- Parish Priests
- Parish Administrators
- Members of Parish Committees
- Parish volunteers
- Line Manager, Chief Operating Officer and other Diocesan Staff
- Headteachers and other school staff

External

- Diocesan insurers and brokers
- Insurers' loss adjusters
- Regulatory and statutory bodies (e.g. Local and national government and associated agencies)
- Diocesan property and legal consultants and advisors.
- Suppliers and contractors
- Advisors and consultants acting on behalf of other parties
- Neighbouring property owners
- Tenants
- Other Dioceses

Qualifications

Essential

- A proven track record in a similar administration role.

Desirable

- Good GCSE/AS/A levels