**DURHAM DIOCESAN BOARD OF FINANCE (DDBF)**

**JOB DESCRIPTION**

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| **JOB TITLE:** | Property & Facilities Assistant |
| **GRADE:** | Grade 3 – between £22,873 to £24,120 FTE (Full Time Equivalent) |
| **ACCOUNTABLE TO:** | Head of Property & Facilities |
| **HOURS & TERM:** | Part Time - 25 hours/week worked flexibly  Fixed term contract – 12 months |
| **LOCATION:** | The Diocesan Office - Cuthbert House, Stonebridge, Durham, DH1 3RY  The organisation is currently adopting a hybrid working approach which may allow flexibility around some home working |
| **JOB SUMMARY:** | The Diocese of Durham provides ministry and support to parishes and chaplaincies across the diocese to support our mission of “Blessing our communities in Jesus” name for the transformation of us all”.  The Durham Diocese Property and Facilities team is responsible for a housing portfolio of over 200 properties that house the clergy who serve in the Diocese of Durham, and their families.  The key purpose of this role is to provide operational support and assistance to the Head of Property and Facilities and the Property and Facilities Co-Ordinator. The role holder will also be a point of contact (via phone and email) for clergy when they wish to contact the team and for tenants in properties and for contactors engaged in maintenance work on the portfolio. |
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| **KEY RELATIONSHIPS:** | * Head of Property & Facilities (line manager), * Property Facilities Co-Ordinator, * Contractors, tenants, curates, incumbents, representatives of churches (typically church wardens) , senior clergy, and office colleagues, particularly the finance team. |

**MAIN DUTIES & RESPONSIBILTIES**

The job description provides an outline of the key responsibilities of the post and is not intended to be an exhaustive list. The post-holder may be asked to undertake any other relevant duties appropriate to the post and/or drawing on the skills and gifts of the post-holder.

The job description may be amended over time, in consultation with the post-holder in order to meet the needs of the Diocese.

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| 1  2 | Prepare a list of houses requiring Quinquennial Inspections (5 yearly statutory inspection), contact clergy to arrange inspections and book out appointments in the Head of Property & Facilities’ diary.  General administration duties to the support the Property & Facilities Team, including monitoring the team’s email account and dealing with any enquiries. |
| 3 | Reconcile invoices received with Purchase Orders, enter on the Decorus system to ensure that transactions are correctly recorded and archived. |
| 4 | Work with clergy and other tenants to ensure utility contracts are correctly assigned and that where charges are the responsibility of the Diocese they are checked and entered into Decorus so that they can be paid within agreed service times. |
| 5 | Liaise with colleagues/clergy to manage transfer of utility and council tax accounts when houses change hands. Ensuring where payment is the responsibility of the Diocese, accounts are set up and payments are correctly paid, wherever possible by means of Direct Debit. |
| 6 | Assist the Head of Property & Facilities and the Property & Facilities Co-Ordinator to manage ongoing commercial tenancies, in particular to ensure rents and other charges due are paid by commercial tenants and are correctly recorded. |
| 7 | Answer incoming calls and make outgoing calls to support the Property & Facilities Team. |
| 8 | Assist the Head of Property & Facilities and the Property & Facilities Co-Ordinator, to ensure the Diocesan office is fully compliant with all statutory and maintenance requirements. |
| 9 | Maintain records of all work on the Decorus database ensuring all required information (in particular relating to “assets”) is entered in a timely manner and databases are up to date. |
| 10 | Liaise with members of the Finance and Property & Facilities teams to provide support to troubleshoot and resolve any issues that arise in the Decorus/Sage systems and to support the production of the year end Accounts. |
| 11 | Undertake other duties as required to assist with the general running of the Property & Facilities Team. |

**COMMON DUTIES AND RESPONSIBILITIES:**

**Health and Safety**

Under the Health and Safety at Work Act 1974, whilst at work you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the DDBF on health and safety and not interfere with or misuse anything provided for your health, safety and welfare.

**Confidentiality**

You must not pass on to unauthorized persons, any information obtained in the course of your duties without the permission of your line manager.

**Safeguarding**

If at any time the post-holder sees or hears anything that could suggest a safeguarding risk or has any other reason to be concerned, it should be reported immediately to the Diocesan Safeguarding Adviser (DSA).

**Equality, Diversity & Inclusivity**

The DDBF is committed to promoting a diverse, non-discriminatory and inclusive community that gives everyone an equal chance to learn, work and live free from discrimination, bias and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

If at any time the post-holder sees or hears anything that could suggest a breach to our commitment and policy to equality, diversity and inclusivity or has any other reason to be concerned, it should be reported immediately to your line manager.

**PERSON SPECIFICATION**

This section outlines the requirements and qualities the post-holder needs in order to fulfil the post. These are divided into ‘essential’ and ‘desirable’ criteria. ‘Essential’ criteria are those that the post-holder absolutely must have in order to do the job, that is the job cannot be done without those qualities. ‘Desirable’ criteria are those qualities that would be either useful, an advantage or preferable to have in order to do the job or those which can be trained to do, that is the job can be done without those qualities.

The table below also identifies how the criteria will be assessed. Please ensure that you demonstrate, as a minimum, the ‘A’ criteria on you application form.

**A Application Form**

**I Interview**

**A & I Application Form & Interview**

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| **Ref:** | **Criteria** | **Essential /**  **Desirable** | **A / I** |
| 1 | **Qualifications and training** |  |  |
| 1.1 | Good standard of general education 5 GCSE or equivalent including Mathematics & English or equivalent experience | Essential | A & I |
| 1.2 | NVQ Level 3 in Business Administration or experience of working as an administrative assistant to a senior manager | Essential | A & I |
| 2 | **Experience & knowledge requirements** |  |  |
| 2.1 | Experience of working in an office environment and managing lean office systems | Essential | A & I |
| 2.2 | Experience of dealing with a wide range of people at all levels, both internal and external | Essential | A & I |
| 2.3 | In depth working knowledge of MS Office, specifically Word, Excel, Powerpoint and outlook and maintaining records / databases | Essential | A & I |
| 2.4 | Experience working independently with minimum supervision | Essential |  |
| 2.5 | Experience of property management / lettings / repairs works (desirable) | Desirable |  |
| 3 | **Skills and abilities** |  |  |
| 3.1 | Personable manner and effective communicator, particularly by telephone | Essential | A & I |
| 3.2 | Able to work on own initiative | Essential | A & I |
| 3.3 | Accuracy and attention to detail | Essential | A & I |
| 3.4 | Good planning and organisational skills | Essential | A & I |
| 4 | **Personal Attributes** |  |  |
| 4.1 | Sympathetic to the ethos and objectives of the Church of England and the Diocese of Durham. | Desirable | A & I |
| 4.2 | A positive attitude committed to excellent customer service | Essential |  |
| 4.3 | Able and willing to travel within the diocese. | Essential | A & I |