

WE ARE RECRUITING



VACANCY – LETTINGS COORDINATOR

Location: St Boniface House, Ashburton, Devon, TQ13 7JL

Hours: 28 hours per week (4 days) Tuesday, Wednesday, Thursday and Friday. Additional hours may be available on occasion.

Salary: FTE for 35 hours would be £23,000, actual salary for 28 hours is £18,400. Salary to be reviewed in April

Closing Date: 27th March 2023

The Diocese of Plymouth is seeking to recruit a Lettings Coordinator who will have the day-to-day responsibility of liaising with lettings agents and Diocesan representatives to coordinate all aspects of lettings for parish and curial properties. The post holder will ensure that the curia and parishes are meeting all compliance issues surrounding the rental of properties.

PURPOSE OF THE ROLE

The Diocese of Plymouth has a varied and interesting portfolio of properties across the Southwest. We are recruiting a Lettings Coordinator to join our existing property team in a friendly working environment based in Devon. The Diocese is looking for a Lettings Coordinator to assist the parishes and the curia in ensuring that the Diocese is meeting all compliance issues surrounding rental properties.

As part of the Property Department, the lettings coordinator will have the day-to-day responsibility for liaising with letting agents and Diocesan representatives in order to proactively coordinate all aspects of lettings for parish and curial properties. The successful candidate will ensure that all compliance issues relating to rental properties are being met as part of the remit of this role. The role will also involve other administrative tasks to support the ongoing requirements of the Property Department.

The RC Diocese of Plymouth has its administration office at St. Boniface House near Ashburton, Devon. The offices are housed in beautifully renovated farm buildings, one of which is thatched with its own gardens and orchard. There is on-site car parking.

MAIN RESPONSIBILITIES

- Liaising with various letting agents who currently oversee properties.
- Checking tenancy agreements and ensuring that properties are being rented at a fair market value.
- Liaising and updating colleagues within the Property department on rental matters.
- Monitoring rental properties and advising the Head of Property of any potential uses at the earliest opportunity.
- Ensuring that compliance checks are in place and kept up to date.
- Set up a system for the checking of compliance and ensuring any follow up is completed.
- Arranging for routine maintenance to be carried out on rental properties e.g., annual clearing of rainwater goods.
- Arranging for repairs or improvements when identified as required by routine inspections and checks.
- Being the first point of contact for tenants and parishes relating to rental properties and dealing with the issues raised
- Administrative duties to ensure that all the paperwork regarding this role is held within a central database or on TEAMS depending on the department's requirements.
- Handling enquiries and passing to the relevant person as needed (e.g., accounts/property)
- Building good relationships with the relevant parishes and letting agents.
- Maintaining rental property records in an up to date and efficient manner.
- Escalating to the Property Manager any identified risks.

This list is not exhaustive but gives an example of some of the duties and can be added to as required and in accordance with Diocesan needs.

PERSON SPECIFICATION - ESSENTIAL QUALITIES

- Previous experience as a letting agent/lettings administrator or similar
- A thorough, up to date working knowledge of housing and tenant legislation.
- A good working knowledge of tenancy agreements
- Practical knowledge of buildings
- Excellent interpersonal and communication skills with a friendly disposition to interact and communicate effectively with the property department, Parish Priests, parish, and other Diocesan representatives.
- Flexible and adaptable to changing priorities, under direction from the Head of Property.
- A positive attitude is a must and an ability to use own initiative.
- Good communication skills (both verbal and written) in order to respond promptly and positively to requests.
- Good organisational skills to manage time and processes.
- Problem solving skills – identify emerging problems and present suitable, workable solutions.
- Good working knowledge of Microsoft Office products e.g., Outlook, Word, Excel, Teams. Training will be provided to utilise the Diocese's internal software packages.
- Self-motivation is very important in order to work independently.
- Good customer focus skills in order to support staff and clergy at St Boniface House and across the Diocese.

- A can-do, positive attitude and willingness to “pitch in” with a variety of other tasks which are appropriate to the job holder’s experience and capability.
- Pro-active and responsive in providing advice and assistance to Parishes.
- A current driving license is essential together with use of a car insured for business use.
- An empathy with Catholic ethos of the organisation.

The above description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It may be amended from time to time, after consultation with the post holder. Any changes will be agreed in conjunction with the Line Manager.

DESIRABLE QUALITIES

- Experience in the rental sector
- Experience in buildings and facilities oversight