



Job Description

Job Title	Repairs and Maintenance Coordinator
Area/ Department	Retired Ministers' Housing Society
Reporting to	Tenancy Manager
Direct Reports	None
Location	Church House, 86 Tavistock Place, London WC1H 9RT
Travel	None
Working Hours	35 hours per week, Monday to Friday
Job Summary: To be responsible for the day-to-day coordination of repairs and maintenance activities, being the central point of contact for residents, liaising with surveyors to ensure that programme of works are followed through and that cyclical compliance checks are carried out promptly.	

Background:

The Retired Ministers Housing Society (RMHS) exists to assist retired and retiring ministers to meet their housing needs during retirement, aiming to provide adequate housing suitable for long-term occupation.

It maintains around 300 properties tenanted by retired ministers, arranging inspections and repairs. The United Reformed Church Retired Ministers' Housing Society Ltd. is a registered Community Benefit Society under the Co-operative & Community Benefit Societies Act 2014, regulated by the Financial Conduct Authority (Number 15986R).

Principal responsibilities and duties

Planned Inspections and Routine Maintenance

1. Contribute to the development of a medium to long term maintenance programme of works for all properties based on the Maintenance Surveyor's recommendations.
2. Monitor and manage the work schedule for all current and future maintenance tasks, ensuring the Society fulfils its obligations as a landlord.
3. Schedule and coordinate all cyclical visits in accordance with agreed schedule to ensure all properties are inspected as necessary (e.g. electrical and gas safety checks), results reported, recorded and acted upon as necessary.
4. Undertake all relevant action to ensure RMHS remains fully compliant with all compliance checks.

Building Work and Repairs

1. Undertake the administration work for tenders for all works, sending out specifications, identifying suitable contractors, preparing costing comparisons and liaising with contactors and tenants.
2. Obtain comparative estimates and quotes for proposed maintenance and refurbishment works and forward for approval in accordance with delegated authority schedule.
3. Ensure all contractors have appropriate professional registration (eg: FENSA) and are aware of the RMHS code of conduct.
4. Notify the Tenancy Manager of any identified concerns or risks associated with the repairs programme or any other work.
5. Place orders with contractors on behalf of RHMS or URC Trust as applicable.
6. Assist the Maintenance Surveyors (or Project Manager, where appointed) to monitor progress of building works against agreed timescales.
7. Ensure that all contractors either have access to the Asbestos Register password or receive a copy of asbestos report where applicable.
8. Ensure that all contractors complete the CDM procedure where necessary.
9. Collate, monitor and report KPI's on reactive repairs and compliance performance as required including for board reports.

Administration and General

1. Deal with correspondence (electronic and hardcopy) and other communication.
2. Undertake all administration relating to own area of work, including but not limited to: notes, correspondence, updating systems and filing.
3. Use, update and run queries on the Finance Office database in relation to housing.
4. Maintain register of approved and blacklisted contractors.
5. Prepare information for meetings as required.
6. Raise payment requests for contractors'/suppliers' invoices.

7. Authorise invoice payments within approved designated authority level, ensuring no previous payment has been made and all works are completed to a satisfactory standard.
8. Update information about approved contractors on the database.
9. Ensure accurate record keeping on all databases.
10. Foster and maintain relationships with tenants and contractors.
11. Refer matters of pastoral concern to Moderators and tenant's family members when appropriate.
12. Provide support to other members of the RMHS team as directed by the Tenancy Manager.
13. Request the Finance Assistant to raise invoices to residents for their share of repairs.
14. Coordinate asbestos management activities.

Other

1. Undertake any other administrative duties, as directed.

Working with Committees and Volunteers

This section lists the type and level of interaction that this role has with committees and other groups. It will vary from time to time and as directed by the line manager:

1. Board/Committee of Retired Ministers' Housing Society Ltd: *occasional note taking responsibility. Reporting duties as required.*
2. Working with surveyors to provide comprehensive Asset Management report for Board.

Expected Standards

This section refers to the way in which the job is done rather than the duties/responsibilities.

The [C] Core or [E] Enhanced specified after each standard denotes the clause required for the job:

1. Promote a culture of open and effective communication to enable constructive relationships with colleagues and internal and external customers [E].
2. Act in ways that support a culture which promotes equality and values diversity [C].
3. Act in ways that protect own and others' health safety and security [C].
4. Work collaboratively to develop a customer service culture which fosters continuous improvement [E].
5. Take responsibility for own personal development and develop skills and knowledge to enable effective work performance [C].
6. Ensure compliance with data protection principles and practice [C].
7. Ensure compliance with safeguarding practice [C].

This job description reflects the overall scope and responsibilities of the role. However, it is not an exhaustive list, and the job holder is expected to undertake any other reasonable duties that might be requested. All jobs change or evolve over time to meet organizational or

departmental needs and this job description will therefore be subject to periodic review and change if required.

Updated July 2024

Person Specification

Job Title: Repairs and Maintenance Coordinator

Requirements	Essential	Desirable	Measurement
Education and qualifications	1. Educated to 'A' Level standard or equivalent experience (with proven qualification in English and Maths)		Application / Interview
Experience	2. Administration in an office environment	<ul style="list-style-type: none"> • matters relating to repairs & maintenance in a housing environment • use of databases and data entry 	Application/ Interview/ Test
Knowledge	3. Basic property repairs and maintenance 4. Data protection		Application / Interview
Skills and Abilities	5. MS Office, particularly Outlook, Word, Excel, and Access – intermediate level 6. Good communication skills, both written and oral 7. Excellent administrator 8. Highly organised 9. Problem solving 10. Ability to work on own initiative within defined parameters 11. Able to deal with issues in a calm and sensitive manner 12. Team player	<ul style="list-style-type: none"> • taking minutes 	Application / Interview / Test
Other	13. Willing to travel when required 14. Willing to work within the Christian ethos of the United Reformed Church		Application/ Interview