

St Andrew's and St Mark's Church: Property & Lettings Manager

Job Description

- Lettings – to manage all aspects of lettings and to review hire use and income to create a strategic plan for lettings income.
- Buildings – with the Vicar, Church Wardens and Property Management Committee ensure the safe and effective maintenance of the church buildings.
- Finance – work with the Treasurer and Finance Sub-Committee to ensure the daily management of church finances
- Policies – ensure that all policies and practices pertaining to the safe, effective, and legal operation of a church are up to date, clearly communicated and adhered to.
- Administration – ensure the necessary administrative structures are in place to fulfil the mission and vision of the church.

Tasks and responsibilities

The main responsibilities currently identified are:

Lettings

- Maintaining the church diary for lettings, events and services.
- Booking hires at St Andrew's and St Mark's church and hall and rooms, both regular hires or occasional.
- Managing regular hire contracts and relationships to ensure hire use is appropriate and Risk Assessments, and Safeguarding agreements are in place.
- Managing access for hires and church events; maintaining key holder register and providing keys when required.
- Raising invoices for hires, checking these are paid, inputting data into financial system and liaising with the treasurer.
- Managing concert bookings, liaising with concert hosts and Premises licensee; and managing larger events, such as Polling stations, music exams.
- Make the correct PRS returns for concerts and invoice concert organisers accordingly
- Strategic planning with regular analysis and review of the overall use of the buildings.
- Compile an annual Lettings Management report to the PCC.
- Secretary of the Lettings Committee.

Buildings

- Meet regularly as the secretary of the Property Management Committee and to help facilitate decisions taken.
- Establish and maintain agreed levels of service for the use of the buildings by the church and hires (including H & S, cleaning, and maintenance) with the assistance of the Church wardens and Property Management Committee.
- Take meter readings monthly, submit to Utility Aid and review utility bills.
- Establish with the Property Management Committee out of office (weekends and evening) cover for hire or building emergencies
- Manage service contracts for annual checks - fire extinguishers, gas certificates, etc
- Line manager the cleaner(s) organising cleaning schedules and order cleaning supplies.
- Support the nominated lead, usually a CW, in major works.
- Liaise with volunteers and Kingston Council to support the upkeep of gardens/ grounds
- Ensure overall maintenance of small scale repairs (e.g. dripping taps, window cleaning).
- Responsible for a delegated budget for maintenance jobs.

Finance

- Maintain records of expenditure for incorporation into the parish accounting system, providing an easily accessed audit trail.
- Initiate payment of invoices – set up payment on the CAF account then send payment reference to treasurer for 2nd authorisation. All payments including payroll and expenses (see below) will be checked and approved by the second authoriser
- On receipt of an invoice check that it has PCC approval before setting up payment, preferred payment method is via BACS.
- Once payroll is received from CEM Bookkeeping, set up payments as required.
- Quarterly set up payment to HMRC
- Set up payment of clergy expenses, this is usually every 3 months. Also any expenditure by churchwardens, volunteers and other members of the office team
- Support as required for the Treasurer, including regular meetings
- Responsible for the contactless payment machines, ensuring these are charged and available when needed

Policies

- Renew and maintain Insurance policy, H & S policies, Fire Risk Policy, and other policies as required, liaising with church wardens.
- Liaise with Parish Safeguarding offices on policy, DBS checks and confidential records.
- Undertake online DBS checks when required and act as Parish ID checker.
- Risk assessments for church activities as required.

Administration

- To provide admin support to the clergy and ministry team when required.

Overview of terms

Location: The main place of employment will be the Parish Office at St Mark's Church, St Mark's Hill, Surbiton.

Hours: This is a part time position. It is expected to be 28 hours per week, across Tuesday to Friday. (On Mondays, the parish office is closed.) There can be some negotiation about how these hours are worked.

Pay: £15 per hour, which translates as £21,850 per year with a 28 hour week.

Management: To be line managed by the vicar of the parish and to work alongside the Parish Administrator as part of the Parish Office team.

Person Specification for Property & Lettings Manager

The parish of St Andrew's and St Mark's, Surbiton is an Anglican parish with two church buildings. There is an annual turnover of around £300,000, of which over £100,000 is generated from a huge range of people hiring the church rooms across the year, from children's birthday parties to classical music concerts.

The job of the Property and Lettings manager will be to ensure St Andrew's and St Mark's continues to be used by great numbers of the local community, both as a community resource and an income stream for the parish.

Essential skills and experience

- Has excellent interpersonal communication skills and able to work with a wide variety of people (including external contractors and hirers).
- Is well-organised, has a good eye for detail and manages their time well.
- Numerate and capable of working with appropriate software including Excel.
- Strong written communication skills and experience of Word.
- Willing to develop skills with other software.
- Enhanced DBS check will be required.

Personal qualities

- Committed to providing excellent service at all times.
- Flexible and able rapidly to grasp new situations and respond to whatever may be needed at a given time; able to change priorities at short notice.
- An empathetic approach to managing processes, where people will not always have the same priorities as you, but persistent in ensuring that processes are completed.
- Reliable, trustworthy, and willing to learn.
- A person of integrity, appreciative of the need at times for confidentiality
- Supports the vision and values of St Andrew's and St Mark's Church as an inclusive church within the Church of England.

