



Job Description

Job Title	Chief Executive Officer
Area/Department	Retired Ministers Housing Society
Reporting To	Chair of the RMHS Board for strategy and operational matters. Chief Operating Officer provides day to day support and a link into the wider Church House support structures.
Direct Reports	Maintenance Surveyors, Property Transactions Coordinator, Sustainability Project Lead, Tenancy Manager and Personal Assistant
Location	Church House, 86 Tavistock Place, London WC1H 9RT
Travel	Some travel in the UK
Working Hours	35 hours per week, Monday to Friday
Job Summary:	To lead, develop and administer the Retired Ministers Housing Society (RMHS)

Background:

The Retired Ministers Housing Society provides housing for ministers in 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 RMHS is in a period of change while structures and policies are reviewed, and this role will be pivotal in leading and supporting that change.

Principal Responsibilities and Duties

Line management

1. Undertake all responsibilities and duties of line management as required under the Church's policies and procedures.
2. Regular supervision and training and development of direct reports.

Strategy, Policy and Procedure

1. Develop and update strategy for RHMS.
2. Propose changes to strategy and recommend to the RMHS Board for approval.
3. Develop policies and procedures to implement the strategy.
4. Develop and amend the Society's guidelines and policies, as necessary.
5. Maintain eligibility criteria and regional property 'limits'.
6. Be an ambassador for the charity.

Governance & Compliance

1. Act as Company Secretary to URC RMHS Ltd.
2. Ensure appropriate and timely reporting to the Financial Conduct Authority.
3. Act as Secretary to the Retired Ministers Housing Sub-Committee.
4. Amend, as required, the governing documents of the Society.
5. Ensure that systems and processes are in place for the financial management of RMHS, including the maintenance of financial records and the preparation of annual accounts.
6. Together with the Trustees, to ensure that the charity acts within its objects and functions within the legal, charitable and financial requirements of a charitable company, acting in the best interests of the charity and its beneficiaries at all times.
7. Maintain a risk management register and advise the Trustees of key risks and mitigating actions to address them.
8. Ensure that the Society responds appropriately to the Ombudsmen at all times.
9. Ensure the property portfolio is legally compliant at all times with appropriate internal audit procedures in place.

Property transactions - RMHS

1. Oversee all aspects of buying and selling properties, including the negotiation of prices and the use of surveyors and solicitors, ensuring legal/regulatory compliance.
2. Approve the payment of funds relating to the purchase of properties.
3. Ensure the creation and execution of appropriate Tenancy Agreements and Declarations of Trust and update/amend as necessary.
4. Create Declarations of Trust where synods have an interest in a RMHS property.

Property management

1. Arrange adequate insurance for all (RMHS & Trust) owned properties and negotiate policies accordingly.
2. Develop and maintain suitable systems and records for the effective administration of the Society, including the development of a database to record and monitor maintenance of properties including legal/regulatory compliance.
3. Oversee commercial letting of vacant properties when sale is not anticipated in foreseeable future.
4. Manage rent reviews.

Tenants

1. Participate in Preparing for Retirement Courses (organised by Ministries) by preparing and delivering content relating to RMHS., Arrange the attendance of other RMHS staff at each course, as necessary.
2. Build relationships with tenants and potential tenants from pre-retirement course through to final purchase and beyond to ensure that properties meet the changing needs of the tenants.
3. Manage all requests for assistance with retirement housing: providing information and evaluating applications within the terms of the Scheme; responding to and providing feedback to applicants.
4. Create and service the panel which decides on policy 'exceptions'.
5. Develop and maintain a programme of periodic visits to all tenants.
6. Manage complaints effectively and efficiently in accordance with current procedures.

Other

1. Develop and maintain relationships with comparable retirement housing organisations.
2. Develop and maintain relationships with RMHS lawyers, negotiating costs and service agreements.
3. Increase the Society's web presence by developing its area of the website.

Finance and KPIs

1. Develop and implement periodic reporting of KPIs.
2. Prepare forecasts of funding requirements.
3. Prepare budgets, develop and implement periodic reporting against budget.

Working with committees and volunteers

The post holder will be required to:

1. Retired Ministers Housing Society Ltd: *meets three times per year; act as Company Secretary.*
2. RMHS Sub-Committee: *meets times per year; act as secretary to committee.*
3. Special Cases Sub Committee: *oversee and support panel deciding on 'exceptions'.*
4. Synod Pastoral Committees: *liaise with pastoral committees to ensure they are aware of any issues with retired ministers.*
5. General Assembly: *meets annually attendance as required.*
6. Other tasks groups and sub committees created by the Board from time to time.
7. For collegueship within Church House, the post holder is encouraged to participate in the Administration and Resources team meetings and other events.

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 contacts [E].
2. Actively foster an environment which nurtures equality and cherishes diversity [E].
3. Promote, monitor, and maintain Act in ways that protect own and others' health safety and security [E].
4. Work collaboratively to develop a customer service culture which fosters continuous improvement [E].
5. Take responsibility for own personal development and support the development of others to enhance their skills and knowledge [E].
6. Promote, monitor, and maintain best practice in data protection principles and practice [E].
7. Actively promote, manage, and maintain best practice in safeguarding [E].

8. Ensure all activities comply with relevant legislation and regulation e.g. Financial Conduct Authority [Role specific].

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

Updated August 2024

PERSON SPECIFICATION

Job Title:	Chief Executive Officer (RMHS)
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Requirements	Essential	Desirable	Measurement
Education and qualifications	1. Educated to Degree level or equivalent	<ul style="list-style-type: none"> • Legal, Company Secretary or Property Management qualification. • a full valid driving licence • membership of CIH or other appropriate professional organisation 	Application form/Interview/ Test
Experience	2. Leadership and Line Management at senior level 3. Buildings/the building industry / property management at a senior level 4. A proven work record demonstrating a high level of responsibility 5. Working in a regulated housing environment, to include dealing with the Ombudsmen 6. Change management	<ul style="list-style-type: none"> • social housing management • not for profit organisation • Company Secretary 	Application form/Interview/ Test
Knowledge	7. Conversant with current legislation and practice in respect of company and charity law as it affects the Society, Housing and Rent Acts and building regulations. 8. Relevant legal and financial matters. 9. Understanding of property management principles and practice.	<ul style="list-style-type: none"> • the United Reformed Church and its structures 	Application form/Interview

<p>Skills and Abilities</p>	<p>10. MS Office, particularly Outlook, Word, Excel, Access to intermediate level.</p> <p>11. Able to Lead and motivate</p> <p>12. Able to think strategically and formulate short and long- term plans</p> <p>13. Highly organised with good attention to detail.</p> <p>14. Negotiation skills.</p> <p>15. Good interpersonal skills.</p> <p>16. Excellent written and oral communication skills</p> <p>17. Sound judgement in assessing the needs of applicants and providing solutions.</p>	<ul style="list-style-type: none"> • a 'pastoral' sensitivity in discussions with existing and prospective tenants and URC staff in synods 	<p>Application form/Interview/ Test</p>
<p>Other</p>	<p>18. Willing to travel within the United Kingdom.</p> <p>19. Willing to work within the Christian ethos of the URC.</p>		<p>Application form/Interview</p>