

Job Description

Job Title	Repairs and Maintenance Officer
Area/ Department	Property Services / Retired Ministers' Housing Society
Reporting to	Head of Property Services
Direct Reports	None
Location	Church House, 86 Tavistock Place, London WC1H 9RT
Travel	None
Working Hours	28 hours per week
Job Summary: To be responsible for the day-to-day organisation of repairs and maintenance activities, being the central point of contact for residents, and liaising with surveyors to ensure that programme of works is delivered.	

Background:

The URC is activist, dissenting and motivated by social justice. It is also committed to theological and cultural diversity. The URC is conciliar which is a core part of its ethos and polity and shapes how the Councils of the Church make decisions. As the team serving General Assembly, our collective task is to implement the decisions of General Assembly and Assembly Executive. The teams which make up the Office of General Assembly (Faith in Action, Ministries, Governance and Administration and Resources) are diverse in their tasks and areas of expertise but are united by a common purpose; in our different ways we exist to support and enable and support the wider church and its members in local churches and across synods.

The Retired Ministers Housing Society (RMHS) exists to assist retired and retiring ministers to meet their housing needs during retirement, aiming to provide appropriate housing suitable for long-term occupation. It maintains around 260 properties tenanted by retired ministers, arranging inspections and repairs and manages around 20 properties occupied as manses by centrally appointed ministers.

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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. Use stock condition data to develop planned works programmes for each year to ensure major components are replaced in a timely fashion and that all properties meet decent homes standards. Monitor and manage the work schedule for all current and future planned works programmes and improvement programmes, ensuring the Society fulfils its obligations as a landlord.
2. Support the Regional Surveyors to ensure all property information held on HomeMaster is accurate, up to date and comprehensive.

Building Work and Repairs

1. Liaise with residents and surveyors to triage all repair requests and communicate appointment updates to residents.
2. Lead on the administration work for tenders for all works, collaborating with the Compliance Coordinator to send out specifications, identify suitable contractors, prepare costing comparisons and liaise with contractors and tenants.
3. Obtain comparative estimates and quotes for proposed maintenance and refurbishment works and forward for approval in accordance with delegated authority schedule.
4. Ensure all contractors have appropriate professional registration (eg: FENSA) and are aware of the RMHS code of conduct.
5. Notify the Head of Property Services of any identified concerns or risks associated with the repairs programme or any other work.
6. Place orders with contractors on behalf of RHMS or URC Trust as applicable.
7. Assist the Regional Surveyors (or Project Manager, where appointed) to monitor progress of building works against agreed timescales.
8. Liaise with the Compliance Coordinator to 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.

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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 any concerns about the safety and/or wellbeing of residents to the Head of Housing Management.
12. Provide support to other members of the RMHS team as directed by the Head of Property Services.
13. Pass invoices to the Finance Operations Manager for processing payments.
14. Any other duties commensurate with the role as required.

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. RMHS Board and Asset Management Committee: *occasional note taking responsibility. Reporting duties as required.*
2. Attend and participate fully in Asset Management Group meetings.
3. Working with surveyors to provide comprehensive Asset Management reports for Board and committee.

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].

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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 October 2025

Person Specification

Job Title: Repairs and Maintenance Officer

Requirements	Essential	Desirable	Measurement
Education and qualifications	1. Educated to 'A' Level standard or equivalent experience (with proven qualification in English and Maths)		CV / Interview
Experience	2. Administration in an office environment	- Matters relating to repairs & maintenance in a housing environment - Use of databases and data entry	CV / Interview/ Test

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Knowledge	3. Basic property repairs and maintenance 4. Data protection		CV / 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 and collaborative	• Taking minutes	CV / Interview / Test
Other	13. Willing to travel when required 14. Willing to work within the Christian ethos of the United Reformed Church		CV / Interview