



## Job Description

<b>Job Title</b>	Sustainability Coordinator
<b>Area/Department</b>	Property Services / Retired Ministers Housing Society
<b>Reporting to</b>	Head of Property Services
<b>Direct Reports</b>	None
<b>Location</b>	The Office of General Assembly, 86 Tavistock Place, London, WC1H 9RT
<b>Travel</b>	Occasional travel in UK
<b>Working Hours</b>	21-28 hours per week
<p><b>Job Summary:</b> The Sustainability Coordinator for the RMHS Sustainability Project acts as the key liaison between our residents, our Contract Manager (Baily Garner) and our delivery partner (CCS) in the delivery of energy efficiency improvements to 120 homes located across England, Scotland and Wales. This project will bring all our rental properties up to an EPC rating in band C and make them compliant with forthcoming changes to the Minimum Energy Efficiency Standard.</p>	

**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 adequate housing suitable for long-term occupation.

The Society owns, manages and maintains around 260 properties and provides management services for another 20 properties owned by the United Reformed Church and occupied as manses by centrally appointed ministers.

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**

### **Liaise with external partners and residents**

1. Act as the key liaison point between RMHS, residents, Baily Garner and CCS.
2. Be a key RMHS contact for residents having energy efficiency improvements.
3. Work with the housing officer, contractor, and project manager to resolve problems impeding progress with delivery such as difficult access cases.
4. Maintain a log of cases where improvements have been refused and review regularly to ascertain if circumstances have changed.
5. Notify contractor, contract administrator / project manager of properties becoming vacant, being sold or being acquired.

### **Issuing works orders and administration**

1. Issue works orders to contractors as instructed by the contract administrator / project manager.
2. Vary works orders as instructed by contract administrator / project manager.
3. Process invoices for payment and update and complete orders.
4. Log warranty data on the HomeMaster property management system and file warranty documents.
5. Update energy efficiency data from new EPCs on HomeMaster.
6. Update and or add component data to HomeMaster.

### **Reporting and recording**

1. Collate information required for reports to management and Board.
2. Manage complaints through the complaints process to a satisfactory conclusion in partnership with colleagues.
3. Regularly Input information for KPIs onto the Department of Energy Security and Net Zero (DESNZ) – Information Management System ( IMS ).
4. Submit grant Draw Down Requests on IMS.
5. Submit Phase Requests on IMS.
6. Run expenditure reports separating Capital Costs and Ancillary and Administration Costs (A&A) and classifying project costs as grant funded or self funded.
7. Update information on project databases shared between RMHS, Baily Garner and CCS.

### **Working with Committees**

1. The Sustainability Coordinator will assist in the drafting of reports for the Asset Management Committee and the RMHS Board under the supervision of the Head of Property Services

## **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. Promote, monitor and maintain best practice in 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 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 organisational or departmental needs, and this job description will therefore be subject to periodic review and change if required.*

**Created September 2025**

## Person Specification

**Job Title:** Sustainability Coordinator

Requirements	Essential	Desirable	Measurement
Education and qualifications	1. Educated to A Level standard or equivalent (with proven experience in English and Maths)		CV/interview
Experience	2. Working in property services in a housing association or equivalent	<ul style="list-style-type: none"> <li>• administration of grant funded home improvement schemes</li> <li>• large scale central government-funded programmes</li> </ul>	CV/interview
Knowledge	3. Understanding of energy efficiency improvements in the home 4. Understanding of Energy Performance Certificates	<ul style="list-style-type: none"> <li>• understanding of the Minimum Energy Efficiency Standard</li> </ul>	
Skills and Abilities	5. MS365, particularly Outlook, Word, Excel, SharePoint and client record management systems – intermediate level 6. Good communication skills, both written and oral 7. Report writing skills 8. Excellent administrator 9. Highly organised 10. Problem solving 11. Ability to work on own initiative within defined parameters 12. Able to deal with issues in a calm and sensitive manner 13. Team player		CV/interview

Other	14. Willing to work within the Christian ethos of the United Reformed Church		
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