

HOUSING SALES OFFICER

JOB DESCRIPTION



Department:	Estates
Reporting to:	Estates Manager
Responsible For:	N/A
Location:	Blended working between Site, Home and London City Mission, Head Office
Contract:	Permanent and full-time working hours (40 hours per week including an hour each day for lunch)

About Us

At London City Mission we are passionate about sharing the love of God and the good news of Jesus Christ with the least reached in London, and to do this in partnership with churches.

To help us do that, we have developed a set of values which shape the way we work and relate with each other:

Rooted in Christ

We are prayerfully dedicated to doing God's will and living in His way, according to His word

Christ-Like Love

We look not to our own interests but to the interest of others because we are united as brothers and sisters in Christ

God Glorifying Excellence

We pursue the best that we can to glorify God and serve each other in all we do

Spirit-Inspired Perseverance and Courage

Standing firm, pushing through, paying the price for the sake of Christ and the gospel

Overall Purpose of the Role

This role will cover a maternity period for the Acquisitions and Disposals Manager and will continue after they return to support them in:

- Disposing of surplus housing (c20 properties)
- Re-mortgaging existing properties (c10 properties)

You may assist with property purchases after approximately one year in role. This will be mainly in London but very occasionally elsewhere in England or Wales

About You

- You are wholly committed to growing in your evangelical faith, rooted in Christ. Prayer and the study of the Bible is foundational in your own spiritual walk.
- You will have a passion to reach least and difficult to reach communities in London with the gospel.
- You will enjoy working alongside Christians.
- You will have excellent people and administration skills.
- You will have an eye for detail and will enjoy finding solutions to problems.
- You will have strong written and oral communication skills.
- You will be organised.

Summary of Main Responsibilities

- Selling of surplus housing
- Meet Charities Act and internal governance requirements
- Achieve best value on all transactions
- Meet program requirements

Responsibilities

- To support the Acquisitions & Disposals Manager in ensuring the residential portfolio meets optimum operational requirements by:
 - Selling surplus residential properties
 - Supporting re-mortgage application due diligence on properties already owned by the charity
- Instruct and manage consultants including estate agents, lawyers and surveyors during the sale process
- Achieve best value on sales
- Ensure compliance with Charities Act requirements for the purchase and disposal of interests in land by charities
- Prepare short reports for trustees ahead of LCM exchanging contracts
- Report progress to stakeholders on regular basis, highlighting issues

Additional duties

- Perform any other duties as may from time to time be reasonably required

Expected Standards

All employees are expected to:

- Fully participate in the spiritual life of LCM including attending the annual week of prayer, monthly Team Days, and weekly/daily staff prayer meetings.
- Exhibit proactive leadership on health, safety, and wellbeing within your own areas of responsibility. This will include regular communication with employees, volunteers, and others to maintain and raise standards.
- Ensure compliance with General Data Protection Regulation principles and practice.
- Be an advocate for and role model LCM values.
- Attend LCM provided training needed to support you in the delivery of the requirements of your role.
- Be a committed member of a local church.

Key Internal Relationships:

- Reports directly to the Acquisition and Disposal Manager.
- Close relationship with Facilities Manager, Estates Manager, and other colleagues in the Estates Department.
- Finance and HR as necessary

Key External Relationships:

- Solicitors, surveyors, and valuers
- Contractors and specialists
- Estate Agents

Person Specification**A. Experience:****Essential**

Candidates must:

- Client-side experience of delivering the sale of freehold & leasehold residential properties
- Direct experience of being part of team delivering significant volume of transactions
- Customer service focus

Desirable

Candidates will ideally have:

- Relevant post qualification experience, e.g. RICS
- Project management experience
- Worked on residential properties occupied for charitable purposes

B. Key Competencies

- 1) **Motivation:** Understands the main aim of LCM's strategy and of this role and what this role means in practice; and is motivated to deliver the full scope of this new role as set out in this Job Description as a ministry for the Lord's work.
- 2) **Technical:** Can deliver on all the technical aspects of managing property sales to budget and program, in accordance with LCM's policies and procedures (such as meeting client brief, health and safety, Grant of Authority from the Board). Understands the conveyancing process and can successfully navigate a sale through all legal and other issues arising. Can ensure rigorous compliance with all relevant legal regulations including The Charities Act, in conjunction with the Acquisitions & Disposals Manager, Facilities Manager, Contracts Manager, Health and Safety Manager, Property Manager, Finance Manager and other relevant colleagues and external parties. [Note: some training will be available to help with technical aspects of this role].
- 3) **Practical Solutions:** Can understand the key needs, issues, challenges and opportunities in delivery of a bold housing sales program; can think through a range of options for how to address issues arising during the sales process, and identifies and applies appropriate practical solutions or courses of action.

- 4) **Influence:** Can apply a range of behaviours to engage with and influence people and adjusts the approach to suit the situation. Communicates key information clearly, simply, and confidently in both written and oral forms. Can communicate compelling stories of God at work in peoples' lives and is willing and able to share the gospel with external contacts. Can build credibility as a trusted team member.
- 5) **Judgement:** Makes timely and sound judgements and decisions, seeking advice and approval from their Estates or other colleagues as appropriate; ensures judgements and decisions are aligned with LCM's strategy and goals, and that LCM make the most of opportunities. Seeks and applies Godly wisdom.
- 6) **Planning and organising:** Commit plans to the Lord. Shows a planful, structured and well organised approach to get things done in a timely, effective, and efficient way. Monitors progress in delivering work and strive to keep things on track, whilst being flexible to adjust plans if needed. Ensures assets are stewarded well.
- 7) **Customer service and relationships:** Delivers excellent customer service. Able to build and maintain fruitful working relationships within LCM, and with external consultants and contractors. Builds a network of people and uses this proactively. Resolves conflict well and refers issues to more senior colleagues, as appropriate.
- 8) **Collaboration and Teamworking:** Co-operates well with others and shares information, knowledge, and expertise to support the work of the team. Willing to learn from others. Works as part of a team and contributes to team goals. Responds to requests for information and help. Works collaboratively within their own team as well as with colleagues across LCM (Field and Head Office).
- 9) **Drive:** Focuses on agreed priorities and manages time and effort to make progress. Proactive to get things done and to keep things on track. Stewards their time and resources well. Anticipates potential blocks to progress and finds a way forward, asking for help and advice from their team or other colleagues when required. Takes initiative to improve ways of doing things to meet LCM needs and to continually improve and develop the service.
- 10) **Values:** Applies our four LCM values in the way they work and relate with others.

This job description is not intended to be exclusive or exhaustive. It is an outline indication of activity and will be amended in the light of LCM's changing needs.

OCCUPATIONAL REQUIREMENT

London City Mission's properties are venues for Christian service and evangelism and are places of Christian outreach to the local community.

The Housing Sales Officer will represent the London City Mission with suppliers, professional service organisations and private buyers/vendors. They will need to serve the needs and understand the requirements of Missionary employees of LCM who work sacrificially because of their Evangelical

Christian faith. It is essential that he/she performs these duties in a way that is commensurate with the values, aims and objectives of the Mission. They will need to explain the missionary work and Gospel

focussed motivation of LCM to non-Christians, which will include sharing their own Christian faith and journey to become a believer. They will be expected to attend and participate in the spiritual life of the Mission including Christian teaching & prayer meetings.

As the appointed person will need to be ready at all time so give account of their Christian faith, we consider there is a prima facie case for an OR that this person be an evangelical Christian.

This job description does not form part of a contract of employment