

Job Title:	Property & Compliance Coordinator
Reporting to:	Head of Surveying & Property
Location	Liverpool Archdiocesan Offices

Mission Statement

“Taking to heart the last words of the Lord Jesus, we will go into the world to proclaim the Good News to the whole of creation.”

Job Summary

The Property & Compliance Coordinator will provide coordination, monitoring and administrative support to ensure the effective delivery of statutory compliance monitoring, property maintenance programmes, repairs and assurance activities across the Archdiocesan estate.

Working within the Surveying & Property team, the postholder will coordinate the scheduling and tracking of statutory inspections, certification, remedial works and property-related activities, ensuring that compliance information is accurate, current, properly recorded and readily available to support effective monitoring, reporting and decision-making.

The role will also manage the day-to-day operation of the estates helpdesk, acting as the primary point of contact for parish property-related queries and maintenance requests. The postholder will coordinate responses, monitor progress and support effective communication between parishes, contractors, consultants and the Surveying & Property team.

In addition, the postholder will support the development, collection and reporting of service performance information, including compliance performance data, key performance indicators, stakeholder feedback and contractor performance information, contributing to the continuous improvement of property services across the estate.

Main Duties and Responsibilities

Statutory Compliance and Assurance Support

- Support the delivery, coordination and monitoring of statutory compliance programmes across the Archdiocesan estate, including fire safety, electrical safety, gas safety, asbestos, water hygiene, lifting equipment and other relevant compliance regimes.
- Coordinate statutory inspections, servicing visits and compliance activities, liaising with consultants, contractors, surveyors and parish representatives to ensure completion within required timescales.
- Maintain accurate compliance records, including inspection reports, certificates, remedial actions and supporting documentation, ensuring information is current, accessible and suitable for monitoring and reporting purposes.
- Maintain compliance trackers and systems to provide clear visibility of inspection programmes, certification status, outstanding actions and completion dates.
- Support the monitoring of actions arising from inspections, surveys, audits and risk assessments, coordinating remedial works between parishes, contractors and the Surveying & Property team.
- Monitor outstanding compliance actions and follow up to support timely completion.

- Escalate overdue actions, unresolved compliance issues or matters requiring further attention to the appropriate member of the Surveying & Property team.
- Support compliance monitoring, assurance reviews and information gathering activities by collating relevant documentation, evidence and performance information.
- Assist in identifying recurring compliance issues, trends and areas for improvement arising from inspections, reports and service activity.

Estates Helpdesk and Parish Support

- Manage the day-to-day operation of the estates helpdesk, acting as the primary point of contact for parish property-related queries, repairs and maintenance requests.
- Receive, assess, prioritise and process requests through the estates helpdesk system, ensuring accurate records are maintained.
- Coordinate responses, contractor attendance and progress updates in liaison with the Surveying & Property team.
- Monitor outstanding helpdesk requests and ensure parishes receive timely and professional updates on progress and outcomes.
- Support parishes in understanding actions arising from inspections, compliance activity and property-related works.
- Identify recurring repair issues, service concerns and trends arising from helpdesk activity to support improvements in property services.

Performance Monitoring and KPIs

- Support the collection, maintenance and reporting of performance information relating to compliance programmes, helpdesk activity, repairs and property services.
- Maintain KPI information relating to inspections, remedial actions, response times and contractor performance.
- Collect and collate feedback regarding the quality, responsiveness and timeliness of services provided by consultants, contractors and the Surveying & Property team.
- Assist in preparing reports and management information highlighting performance trends, service issues, outstanding actions and opportunities for improvement.
- Support the use of performance information to improve service delivery, contractor performance and supplier management.

Records and Information Management

- Maintain accurate and up-to-date electronic and paper-based property, compliance and helpdesk records.
- Ensure inspection reports, certificates, correspondence, remedial action records and compliance documentation are properly stored and easily retrievable.
- Support data accuracy and integrity across property management, compliance and helpdesk systems.
- Contribute to improvements in information management processes, reporting arrangements and administrative systems.

General Duties

- Work collaboratively with the Surveying & Property team to support delivery of the Archdiocese's property, compliance and maintenance-related works.
- Support effective working relationships with parishes, contractors, consultants and other stakeholders.
- Assist in preparing reports and management information relating to compliance activity, assurance support, helpdesk performance and works delivery.
- Contribute to improvements in processes, procedures and service delivery arrangements.

- Where necessary, attend, support and contribute to in-house and external training programmes to aid continuous individual development.
- Undertake other duties commensurate with the role as required by the Head of Surveying & Property.
- At all times act in a professional and appropriate manner and actively promote the ethos of the Archdiocese of Liverpool.

Confidentiality

During your employment, you may gain knowledge of confidential matters, which may include personal and/or business-related issues. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Data Protection

Where it is a requirement of the job for the post holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example, passwords, is not communicated to unauthorised individuals.

Safeguarding

The post holder, during the execution of this role, is unlikely to come into regular contact with children and vulnerable adults. At the date of issue, this role, having been assessed by the Archdiocesan Safeguarding Section, has been deemed not to require a Disclosure and Barring Service check.

Health and Safety

All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts and omissions.

Display Screen Equipment Users

Section 39 of the Employee Handbooks states that employees who, following a suitable assessment, are deemed to be a Display Screen Equipment (DSE) User will be eligible to have an eye test funded by the Archdiocese of Liverpool and, where necessary, financial support towards the costs of lenses.

Voluntary Duties:

During your employment, should you wish to engage with any activities in your local parish community, these are deemed voluntary in nature and must be undertaken outside of your contractual working hours, as they do not form part of your employment with the Archdiocese.

General Clause:

This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder. Any changes will be agreed in conjunction with the designated line manager.

Signed by Employee: **Date:**

Print Name:

Signed by Line Manager: **Date:**

Print Name:

Qualifications	Essential • Good standard of general education (GCSEs or equivalent, including English and Maths). • Evidence of willingness to undertake relevant training and continuing professional development relating to property compliance, health and safety, estates management or administration.
	Desirable • Relevant qualification or training in property administration, facilities management, compliance, health and safety or a related discipline. • Training or awareness in areas relevant to property compliance, such as fire safety, asbestos awareness, water hygiene, health and safety or similar. • Knowledge or experience of using property management, compliance monitoring or helpdesk systems.
Experience	Essential • Experience of working in an administrative, coordination or support role within a customer-focused environment. • Experience of maintaining accurate records, databases or management information. • Experience of coordinating tasks, requests or work activities involving multiple stakeholders. • Experience of responding to enquiries and providing effective customer service. • Experience of using Microsoft Office applications and digital information systems.
	Desirable • Experience of working within property, estates, facilities management, housing, education, charity or public sector environments. • Experience of supporting statutory compliance activities, inspections, audits or maintenance programmes. • Experience of managing or supporting a helpdesk, repairs reporting system or service request function. • Experience of monitoring contractor performance, service standards or key performance indicators.
Skills and Knowledge	Essential • Strong organisational skills with the ability to manage competing priorities and meet deadlines. • Excellent attention to detail and ability to maintain accurate and reliable records. • Ability to communicate effectively with a range of stakeholders including colleagues, contractors, consultants and parish representatives. • Ability to coordinate activities, monitor progress and follow up outstanding actions.

	• Good written and verbal communication skills. • Ability to use IT systems effectively, including databases, spreadsheets and document management systems. • Ability to handle confidential information appropriately.
	Desirable • Understanding of statutory compliance requirements relating to buildings and property. • Understanding of property maintenance processes and contractor management. • Knowledge of compliance monitoring, risk management, audit or assurance processes. • Experience of producing reports, trackers or performance information. • Knowledge of customer service principles and service improvement approaches.
Personal Attributes	Essential • Professional, approachable and customer-focused manner. • Well organised, methodical and able to work independently. • Ability to work collaboratively as part of a wider team. • Proactive approach with the ability to identify issues and seek solutions. • Flexible approach and willingness to adapt to changing priorities. • Commitment to maintaining confidentiality and handling sensitive information appropriately.
	Desirable • Commitment to continuous improvement and improving services for parishes and stakeholders. • Ability to develop positive working relationships with a wide range of people. • Interest in property, compliance and estates management.