

## DIOCESAN BOARD OF FINANCE

### Job Description and Person Specification

<b>JOB TITLE:</b>	<b>Support Services and People Administrator</b>
<b>TEAM:</b>	Parish Support, Governance and Administration (Parish Services & HR)
<b>DURATION</b>	<b>2 Years Fixed Term Contract (1 FTE) 35 Hours</b>
<b>LINE MANAGER:</b>	Head of Parish Services and IT
<b>RESPONSIBLE FOR:</b>	Not Applicable

#### **JOB PURPOSE** *(concise and broad statements in one or two paragraphs stating why the job exist)*

To provide effective administrative resource within the Parish Services and the HR team's and engage multiple stakeholder groups; supporting and signposting colleagues and external stakeholders to resources, tools and information enabling them to achieve their goals.

#### **DUTIES AND RESPONSIBILITIES** *(main accountabilities as headers; followed by 2 – 3 responsibilities)*

##### ***Coordinate and act as first point of contact for Parish Services and HR administration***

1. Provide first point of contact for day-to-day Parish Services and HR administration, responding to and either resolving or coordinating the resolution of general enquiries via email, post or telephony, managing group mailboxes, track and file correspondence, update FAQs and escalating unresolved enquiries to ensure that responses are timely and meet the needs of the stakeholders. Daily administration includes being responsible for the coordination of DBF incoming and outgoing post and ordering of stationery and other office supplies.
2. Provide diary and event management support to Parish Services and HR including activities such as venue bookings, sending out invitations and registering attendees, arranging hospitality, ensuring resources are available and provide 'on-the-day' administration and support.

##### ***Support the execution of the DBF's Recruitment, Selection, Onboarding & Induction Process***

1. Provide administrative support in line with the relevant policies and procedures and coordinate with other departments like Communications and IT to ensure a seamless onboarding experience for new starters.

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2. Coordinate the onboarding and induction timetable and activities for new starters in a way that reinforces the DBF's commitment to exceptional employee experience.

***Administer and maintain accurate Parish Services and HR records using the Information Management Systems.***

1. Track the expiration of contracts, documents/policies due for renewal, completion timelines for mandatory training, and other time-bound collection of data and correspondences to ensure the records are updated and/or completed when due, including the annual coordination of CofE statistics and PIF process.
2. Carry out periodic reviews of all records and ensure compliance with the relevant retention and disposal policy and guidelines.

***Coordinate the employee wellbeing programme and Health & Safety of the DBF***

1. Administer the DBF's employee wellbeing initiative and interventions / benefits in partnership with the relevant stakeholders and wellbeing service providers.
2. Liaise with the Health and Safety Representatives of Emmaus House and other facilities where the DBF employees work and ensure that all relevant health and safety measures are in place from induction onwards.

This document indicates the general level of responsibility and overall aims/outcomes of the position. The above is not an exhaustive list of activities and responsibilities. You will be expected to perform relevant activities, as necessitated by your role, to meet the aims and the overall objectives of the organisation.

**ADDITIONAL INFORMATION**

The post holder must always undertake activities in accordance with legislative and regulatory requirements.

The post holder must always carry out their responsibilities with due regard to the DBF Equal Opportunities Policy and be vigilant in complying with Health & Safety regulations to maintain a safe and secure working environment.

In addition, the post-holder will need to occasionally be able to travel within the diocese and be available to attend events outside normal working hours on a "time off in lieu" basis.

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## Person Specification

Attributes	Essential (or expected to train/qualify to that standard)	Desirable
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>Good standard of literacy and education (at least A level or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>Graduate degree in in any social science related discipline.</li> <li>CIPD Qualification Level 3 or above</li> <li>Business administration training or certification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience using HR Information Systems or relevant data or customer relationship systems.</li> <li>At least 2 years of demonstrable level of experience providing operational support with complex and structured processes in an outward-facing (customer) service role.</li> <li>Good grasp of Microsoft applications, Teams, and the use of Share Point.</li> </ul>	<ul style="list-style-type: none"> <li>Experience working within the HR Team</li> <li>Experience of working with project management tools and processes</li> </ul>
<b>Competencies</b> <i>(specific skills, knowledge and attributes required for the role)</i>	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills.</li> <li>Curiosity and willingness to learn and work with new technologies and programmes as necessary.</li> <li>Excellent time management, planning and organisational skills, with ability to prioritise and deliver to deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>Employee relations and employee experience</li> <li>Intermediate excel proficiency.</li> <li>Basic knowledge and understanding of the structures of the Church of England</li> </ul>
<b>Behavioural Requirements</b> <i>(generic soft skills required for the role based on the grade)</i>	<ul style="list-style-type: none"> <li>Calm, professional, and approachable.</li> <li>Discreet and able to maintain confidentiality.</li> <li>A high level of accuracy and attention to detail including when working on systems and databases, report writing.</li> </ul>	<ul style="list-style-type: none"> <li>Inquiring mind, proactively considering ways of working that improve service provision.</li> </ul>

**Employee Name:**

**Signature:**

**Line Manager Name:**

**Signature:**

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