



Application pack for the post of
PARISH SUPPORT ADMINISTRATOR

Welcome

Thank you for your interest in the post of Parish Support Administrator.

We are looking for an Administrator to act as a first point of contact (virtual and on-premise), signposting staff, churches and communities to resources, training, events and support within the Parish Support Administrative Team of the Diocesan Board of Finance, a charity that is part of the Church of England structure.

The successful applicant will:

- Provide a broad range of reception, hospitality, administrative and secretarial support services internally to various teams, as well as externally to our churches and clergy.
- Be enthusiastic and self-motivated with excellent communication skills and capable of relating well to a wide range of people with varying expectations.
- Be a good team player also capable of working independently, able to remain calm under pressure in managing workload, enquiries and visitors.
- Have good IT skills and/or the willingness to learn and work with new technologies and in new ways.

The Parish Support team serve the whole diocese operating out of the Diocesan Board of Finance (DBF) based at Church House in Salisbury. The purpose of the DBF is to provide high quality, efficient and cost effective services to parishes and local communities across the diocese.

You can find out more about the diocese of Salisbury generally at:

<https://www.salisbury.anglican.org/whos-who/about-us>

Please find below:

- The job description and person specification
- General terms and conditions of appointment and the application process

If you would like an informal chat about the role, please email

Claire.hewlett@salisbury.anglican.org , Administration Manager and Exec PA to agree a mutually convenient time.

- The Closing date for applications is 12 noon Monday 8th March 2021.
- The interview date is Thursday 18th March 2021. (Interviews will be conducted in accordance with covid-19 restrictions in place at that time)

We look forward to hearing from you.



THE CHURCH
OF ENGLAND

DIOCESE OF SALISBURY

**BOARD OF FINANCE
JOB DESCRIPTION**

JOB TITLE	Parish Support Administrator
LOCATION	Church House, Salisbury / Home Working
DEPARTMENT	Parish Support, Governance and Administration
NORMAL HOURS	Full Time
GRADE	7
DURATION	PERMANENT
RESPONSIBLE TO	Administration Manager and Exec PA
RESPONSIBLE FOR	n/a
ROLE LAST REVIEWED	October 2020

JOB PURPOSE

To provide a Diocesan Board of Finance (DBF) first point of contact (virtual and on-premise) and act as a conduit, signposting staff, churches and communities to resources, training, events and support. Provide a broad range of reception, hospitality, administrative and secretarial support to the departments of the DBF. This role specifically supports the Parish Support, Governance and Administration Team to fulfil key administrative function and services.

DUTIES AND RESPONSIBILITIES

KEY ROLE A: Provide day-to-day Parish Support, Governance and Administration (PSGA) administrative support

- Be a point of contact for initial enquiries from clergy and laity and respond appropriately
- Organise, prepare, produce and if required distribute documents and information in a variety of formats; ensure documents and presentations comply with the “house style templates and formats”
- Input, update and maintain records and statistics to comply with Church of England requirements and diocesan information systems e.g. SharePoint, SALDIMS, CMS. Produce reports as required
- Working with the Administration Manager, coordinate the PSGA Team annual planning process and calendar and liaise with the Bishop’s Offices PAs to identify and resolve any meeting / events issues. Liaise with the Communications team to ensure communications from the PSGA Team is structured, timely and published appropriately

- Maintain (paper or digital) systems of filing and retrieval of information; proactively promote and implement paper-less filing systems across the organisation. Ensure records and documents held comply with current GDPR
- Actively monitor, review and update specified web pages and documents on the diocesan website as directed. Ensure documents and information on the website comply with the “house style templates and formats”
- Seek to maximise returns of Parish Finance Returns, Parochial Information Forms (PIFs) and Church Electoral Roll numbers and update diocesan records promptly. Support parish lay officers through the process(es)

KEY ROLE B: Provide executive and secretarial support services to the Director of Parish Support, Governance and Administration

- Organise, coordinate, update and schedule meetings on behalf of the PSGA Director
- Liaise with secretaries of other senior staff and clergy to coordinate diaries and other collaborative activities. This will also include liaising and organising multi-diocese events and meetings on behalf of the PSGA Director
- Provide day to day assistance to the PSGA Director on written, verbal and electronic correspondence, contacts and meetings, which may include confidential and sensitive information. Prepare and produce documents and correspondence
- Prepare meeting agendas and take minutes, as required
- Prepare papers for meetings to ensure the PSGA Director have the information required in a timely manner
- Liaise with staff members on behalf of the PSGA Director and maintain strong working relationship with other relevant departments and external organisations on behalf of the PSGA Director

KEY ROLE C: Provide administrative support for Diocesan Mission and Pastoral Committee (DMPC), the Diocesan Board of Patronage and maintain the MapInfo database

- Assist the Governance and Planning Officers with the preparation and circulation of agendas, papers and minutes
- Assist with administrative duties during the consultation process for proposals and draft Pastoral Schemes and Orders, Notices of Suspension, Renewal or Lifting of Suspensions
- Maintain and update MapInfo database as required in liaison with the Church Commissioners
- Produce customised boundary maps as required for pastoral re-organisation and as information for newly appointed clergy

KEY ROLE D: Support key diocesan governance meetings and PSGA events

- Assist in preparing and or coordination of agendas and supporting papers for key diocesan governance meetings or other key PSGA events in a timely manner. Liaise with the Cathedral, South Canonry and Area Offices as appropriate
- Plan and co-ordinate the meetings as required, including the preparation, operation and facilitation of the virtual or on-premise meetings/events and associated event booking requirements, presentations, papers, equipment and hospitality
- Undertake the administration for the annual Lucy Hume Bequest
- Act as Secretary to the Diocesan Widows and Dependents' Committee

KEY ROLE E: Take collective responsibility to ensure the Administration team tasks are met on a prioritised and timely basis

- Collectively as a centralised Administration team member and on a rota basis, provide reception (on-premise and virtual), hospitality and post room services 08:30 – 17:00, Monday to Friday. This includes:
 - manning the on-premise reception desk
 - ensure the on-premise reception, post room and meeting areas / rooms are tidy and welcoming
 - provide main phone line cover and monitor parishsupport@ or similar diocesan general enquiries emails and ensure calls, voicemails and email enquiries are dealt with efficiently and effectively
 - undertake counter sales and ensure the security of petty cash, receipts and other monies that pass-through on-premise Reception
- Working with the Administration Manager and IT Trainer and Support Officer, actively participate in process analysis and identify opportunities to streamline, innovate and improve working practices across the centralised Administration team to meet the needs of those we seek to serve
- Provide input to the Parish Support, Governance and Administration Team annual planning process and calendar to ensure key meetings, events, legislative, governance and other deadlines / tasks are mapped out to inform work and communication plans
- As a centralised Administration team member, proactively support and enable the sharing of knowledge, prioritisation of workload, training together and building capacity and resilience, through over-lapping working patterns; establishing office and team meeting arrangements; establishing and participating in a 'buddy system' and create and maintain a cover plan for key job role duties

PRINCIPAL CONTACTS

Internal: Parish Support, Governance and Administration and other internal departments
DBF Leadership team
Bishop’s Staff
Diocesan Board of Education (DBE)
Bishop’s Offices (South Cannonry, Sherborne, Ramsbury)

External: Visitors to the organisation
Telephone and email enquiries from clergy, parish officers and others
National Church of England Statistics Office and other departments
Committee members of various diocesan governance groups

ADDITIONAL INFORMATION

The post holder must undertake duties at all times in accordance with legislative and regulatory requirements.

The post holder must at all times 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.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The above is not an exhaustive list of duties and you will be expected to perform other relevant duties from time to time as necessitated by your role and the overall objectives of the organisation.

Signature:
(Employee)

Date:

Signature:
(Manager)

Date:

PERSON SPECIFICATION

POST TITLE: RESOURCE ADMINISTRATOR	
POST GRADE: 7	
<u>KNOWLEDGE</u> (including experience and qualifications)	ESSENTIAL/ DESIRABLE
Good standard of literacy and education (ideally at least A level or equivalent)	E
A demonstrable level of experience with complex administrative processes and organisation	E
Experience of working as a receptionist, personal assistant or administrator	E
Basic knowledge and understanding of the structures of the Church of England	D
<u>SKILLS</u>	
Experienced and proficient in Microsoft Office package (Outlook, Excel, Word and PowerPoint) and / or experience of working with bespoke databases	E
Excellent verbal (telephone / receptionist) and written (email / documents) skills and a desire to engage with Church communities and parishes	E
Familiarity in assisting with and supporting formal meetings including minute taking	D
Familiarity in working in a virtual environment, using software such as Microsoft 365 and TEAMS, SharePoint, Zoom, WebEx, Skype, etc.	D
<u>ATTRIBUTES</u> (personal skills required for role)	
Good communication skills capable of relating well to a wide range of people with varying expectations, whilst applying tact and discretion	E
Willingness to engage with and gain a reasonable understanding of Church of England, Diocesan and DBF department services and processes	E
Ability to maintain confidentiality and handle sensitive information appropriately	E
A good team player also capable of working independently	E
Calm under pressure in managing workload, enquiries and visitors	E
Willingness to learn and work with new technologies and programmes as necessary	E
A high level of accuracy and attention to detail	E
Ability to organise self, prioritise and manage tasks	E
Willingness to learn and to undertake training if required	E
A business-like personal appearance	E
Sympathetic to the aims and ethos of the Church of England	E

In addition, the post-holder will need to occasionally

- Be able to travel within the diocese
- Be available to attend events outside normal working hours on a “time off in lieu” basis

GENERAL TERMS OF EMPLOYMENT

Employer	The Salisbury Diocesan Board of Finance.
Salary	£ 21,478.00 p.a
Pension	The Board offers a non- contributory pension scheme making a 15% pension contribution which may rise by a further 3% if matched by a 3% contribution from the employee.
Hours of Work	The working week is 35 hours. Normal office hours are 0830 to 1700 Monday to Friday with an hour for lunch. There is no payment for overtime although time off in lieu may be taken for attending meetings and events beyond these core hours.
Holidays	The annual leave entitlement is 21 working days during a complete holiday year, increasing to 24 working days following one year's service. In addition to annual leave and the statutory and bank holidays, the office is closed for a further two days at Christmas and two days at Easter.
Probation	There is a 6 month probationary period during which the progress and development of the post-holder will be reviewed prior to confirmation of employment.
Location	Church House, Salisbury (with some opportunity for working from home)
Travel	You are expected to hold a valid driving licence and comprehensive insurance when using your own vehicle on Diocesan business. Travel expenses are paid up to an agreed limit on the Diocesan scale.
Car Loan	Car loan facilities are available through the Churches' Mutual Credit Union Ltd.

APPLICATION PROCESS

If you wish to apply for this post, please complete the Application Form which can be found at <https://www.salisbury.anglican.org/whos-who/job-vacancies/lay> and return it to hadmin@salisbury.anglican.org by 12 noon on Monday 8th March 2021.

Interviews will either take place at Church House or be carried out online on Thursday 21 March 2021 (subject to covid-19 restrictions in place at that time).