

JOB DESCRIPTION

Operations Administrator and Assistant DAC Secretary

Document issue date:	17 March 2022
Location:	Coventry Diocesan Offices
Salary:	£24,953 per annum
Hours:	35 hours per week

Diversity Statement

As an equal opportunities employer, we particularly welcome applications from United Kingdom Minority Ethnic / Global Majority Heritage (UKME/GMH) candidates who are currently underrepresented in our organisation. All appointments will be made on merit of skill and experience relative to the role.

If you have a disability or long-term illness that otherwise prevents you from meeting any of the essential criteria, please contact us to discuss whether reasonable adjustments can be made.

Role Purpose

This role provides excellent administrative support to the DBF Operations Team, which serve and equip the Diocese to live out our Mission Purpose of Worshipping God, Making New Disciples, and Transforming Communities. This will be achieved through supporting the DAC Secretary and Operations Supervisor to enable the Diocesan Advisory Committee to fulfil their statutory requirements. Other tasks include management of the Diocesan Office, receiving general telephone calls, servicing meetings, welcoming visitors, ordering supplies, overseeing the post and deliveries and general office duties.

Key Relationships

The Operations Administrator and Assistant DAC Secretary is an employee of the DBF and is line managed by the DAC Secretary and Operations Supervisor providing effective services to various DBF departments.

Other key relationships include the Archdeacon Pastor, Director of Operations, Chair of the DAC, Church Buildings Development and Projects Officer, Church Buildings Funding Support Officer, IT Systems Manager, Archdeacons' PAs, and the HR Adviser.

Main Activities and Responsibilities

Diocesan Advisory Committee Support

Using Access Database and Mail Merge systems, assist the DAC Secretary with:

- Responding directly to enquiries from parish officers and clergy, architects, Archdeacons and Amenity Societies on issues relating to churches, churchyards, consecrated areas within public cemeteries and the Faculty process.
- Preparation and circulation of agendas.
- Drafting of minutes.
- Preparation of correspondence arising from committee meetings and authorisations.
- Setting up the Committee Room prior to the meeting.
- Processing of applications.
- Attending site visits as required.
- Liaise closely with the Diocesan Registry.
- Deputising for the DAC Secretary in their absence.
- Attending the annual DAC Conference.

Management of the building

- Ensure routine housekeeping and maintenance of the Diocesan Office.
- Working with contractors to arrange repairs and development of the building.
- Undertake low-level maintenance of the building.
- Project management of office re-organisation.
- Identify any improvement work required and obtain quotations for submission to DAC Secretary and Operations Supervisor.
- To work towards reducing the DBF's environmental impact and continually improving its environmental performance, with regular monitoring and review.
- To be a company credit card holder for the Operations Team under DBF cash and banking procedures.
- Maintaining the photocopier machine ordering supplies, reporting faults and preparing and sending usage reports.
- Organising and distributing the building locking and alarming rota.
- To act as a qualified First Aider and maintain the qualification.
- To undertake Portable Appliance Testing of the Diocesan Office.
- Compliance with Health and Safety and Fire Risk legislation.
- Fire Alarm and Emergency Light testing.

Priory Row Visitor and Enquiry Support

- Handle general telephone enquiries.
- Greet visitors to the building and deal with their enquiries. Sign visitors into the building and ensure they are seen by the person who can assist them.
- Responsibility for booking of visitor car park spaces. Preparing and mounting car park signage as required.

Servicing Meetings and Hospitality

- Responsibility for booking the Committee Room ensuring it is prepared and tidy before and after meetings.
- Monitor and maintain bookings on a daily basis.
- Ensure all the requirements of the meeting are provided including stationery, IT equipment and refreshments.
- Take minutes for the Building User Group.

Post

- Be the point of contact with the Post Office.
- Receive incoming post and parcel deliveries. Distribute the post via pigeon holes or by notifying the addressee.
- Maintain the Franking machine, ordering stationery and applying credit as required. Record and report post figures monthly.

General Office Servicing

- Ordering and maintaining the kitchen and toiletry supplies.
- Ordering Stationery.
- General housekeeping of the Diocesan office.

Communications

- Website administrative support.
- To be an authorised CMS administrator.
- To authorise new CMS Users.

IT Support

- To provide IT Helpdesk support with the aim to resolve routine service related tasks.
- To report more technical issues to the IT Systems Manager to be resolved and to agree a timeframe for completion.
- To assist the IT Systems Manager with ongoing IT projects.

Other Duties

- Provide administrative support to the Director of Operations as required including attending meetings, taking notes and writing up minutes.
- Booking train tickets and accommodation for DBF staff when required.
- Willingness to undertake training as required.
- Any other duty as required by the line manager commensurate with the post.
- Carry out other tasks and projects as required by the Director of Operations or Diocesan Secretary.

Monitoring and Evaluation

The post holder will participate in reviews of progress every 6 months and an annual review as a member of Diocesan Staff.

Person Specification

This section details the attributes which are required in order to undertake the full remit of this post. To be shortlisted an applicant must be able to demonstrate that they have **all the essential requirements** for the role.

AF=Application Form; I = Interview; T = Test; P = Presentation at Interview

Attributes	Essential	Desirable	Means of Assessment
Qualifications			
A good standard of education with at least grade C in GCSE Maths and English or equivalent	√		AF
Qualified in First Aid		√	AF
Knowledge and Experience			
Producing accurate and complex documentation and correspondence	√		AF, I, T
Experience of Microsoft Windows applications including Excel, Word and Access	√		AF, I
Managing a busy workload, multi-tasking and meeting competing deadlines	√		AF, I
Working in an office environment with a sound administrative background	√		AF, I
Abilities			
Work accurately and with attention to detail	√		AF, I, T
Self-motivated, meet deadlines within defined standards and able to prioritise tasks including when under pressure	√		AF, I, T
Maintain a high level of confidentiality and discretion at all times	√		AF, I
Work with people across a wide range of levels and responsibilities	√		AF, I
Physical fitness and a capacity for hard work	√		AF, I
Ability to communicate effectively with internal and external contacts at all levels	√		AF, I
Ability to undertake notes/minutes at meetings	√		AF, I

Skills and Abilities			
Clerical and administrative skills	√		AF, I
Highly organised with excellent time management skills	√		AF, I
Excellent attention to detail and highly accurate with excellent spelling, grammar and proof reading skills	√		AF, I, T
Effective verbal and written communication skills, able to write concise reports	√		AF, I, T
A high level understanding of the functions of Microsoft applications	√		AF, I
Sufficient working knowledge of general IT systems to be able to give support to colleagues as needed	√		AF, I, T
Knowledge of Health and Safety and Fire Risk legislation		√	AF
Experience of website administration		√	AF, I
Knowledge of church processes and approaches		√	AF, I
Personal qualities			
Professional, friendly and approachable, including when under pressure	√		AF, I
A positive and constructive attitude	√		AF, I
A commitment to providing excellent customer service	√		AF, I
A commitment to working with others to achieve Net Zero carbon emissions in the diocesan offices and promoting the Net Zero Strategy across the church	√		AF, I
Culturally sensitive and able to deal with people from many different backgrounds	√		AF, I
Discreet and trustworthy, able to deal sensitively with private or confidential information	√		AF, I
Conscientious, diligent and hard working	√		AF, I

It is a condition of any offer of employment we make to you that you have, or gain, permission to work in the UK. By law, you will not be able to start working for us until you are able to provide evidence that this permission has been granted.