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| **Job Description** |  |
| **Job Title:** | Governance and Office Administrator  | **Department**: |  |

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| **Post Reporting To** |
| First Reporting Manager’s Job Title: | HR & Office Manager  |

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| **Job Purpose** |  |
| The role of the Governance and Office Administrator is to support the Diocesan Secretary, Pastoral Secretary and HR & Office Manager in the execution of their responsibilities for the management of the administrative and financial functions of the Diocese of Hereford. Diocesan Secretary - This in particular covers supporting the Diocesan Boards and committees with agendas, papers, minutes and elections.Pastoral & Property Secretaries - To provide overall secretarial and administrative support where needed, working in co-operation with the Bishop of Hereford's Office, the Hereford Diocesan Office, The Bishop of Hereford’s Registry, Church Commissioners and Lord Chancellor’s office.HR & Office Manager – To provide administrative support where requested with personnel matters, support front office staff with reception duties.  |

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| **Accountabilities** |
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| **Support for the Diocesan Secretary*** To provide administrative and secretarial support to enable the Diocesan Secretary to fulfil their role in the most effective way possible. To organise and co-ordinate the Diocesan Secretary’s office and diary.
* Meetings: Arrange meetings / request & chase reports & briefing notes / undertake research / provide motion-voting papers / prepare, proof-read, distribute agendas and other papers / take minutes / other as required. Ensure “Action” points arising from meetings and minutes are progressed. Key meetings include Diocesan Synod/DBF, Bishop’s Council, and Finance Committee.
* Elections: Produce and distribute nomination forms and voting papers for elections to General Synod, Diocesan Synod and various Diocesan committees. Manage individual Deanery elections to Diocesan Synod/DBF on their behalf if requested. Check the validity of votes received and bring possible invalid papers to the attention of the presiding officer. Manage or assist as required in the counting of votes. Advise parishes and deaneries on representation issues between elections.
* To assist the Diocesan Secretary in matters of governance: administration of Boards & Committees including governance of Trustees (Bishop’s Council); updating Companies House & Charity Commission information; running Synodical elections. Advise individuals, parishes & deaneries on governance and the Church Representation Rules.
* To be the primary point of contact for the Diocesan Secretary in their absence.
* Communication: Facilitate effective communication including liaising with Diocesan Staff and Clergy, Boards & Committees, Bishop’s Staff, Church House, and other Dioceses nationally. To arrange meeting dates and all aspects of planning for events (e.g. invitations, catering, sound, invoicing)
* To maintain a calendar record of all staff, diocesan key/public events, meetings and training.
* Manage the Crockfords website access subscription for the Diocesan & Bishop’s offices and remote workers.

**Support for Pastoral Secretary** * Administrative support for Deanery Mission Planning; Vacancies and Appointments; Pastoral organisation; Suspensions. Arrangements for closed church visits and conferences.
* Consultation process - organise Pastoral Schemes and consultation documentation for distribution. Keeping track of replies. Completion of forms and check lists for Commissioners; liaising with parishes over notices and signed acknowledgement forms by deadline; chasing outstanding forms. Suspensions: circulation of notices. Internal circulation of Pastoral Schemes. Arrangements for church and closed church visits, training, church commissioner training and conferences.
* Providing, where appropriate, information to the Pastoral Secretary to enable them to reply to correspondence that requires their personal attention, and drafting replies where necessary.
* Bringing to the Pastoral Secretary’s notice any matters which require their personal attention (for example safeguarding issues, death or serious illness of clergy, emergencies at vicarages/churches).

**Support for HR & Office Manager*** Filing/Record Keeping: Review and maintain a filing system for the hard copy and on line, including confidential personnel files.
* Support front office staff, taking telephone enquiries, dealing with visitors to reception and covering any other duties in their absence.
* Assist with HR administration as required.

**GENERAL DUTIES:*** Lead on digitalisation of all hard copy files for all departments
* Undertake review of current online filing system and simplify process. Ensuring only a single copy of each file is kept, and not stored in various locations
* Working with the Property Secretary, assist with Administration as required
* Research: Undertake research and fact finding as required. Manage systems (i.e. complaints).
* Data Protection: Ensure the administration of Diocesan Secretary comply with such data protection laws/regulations as may be currently in force.
* Other duties commensurate with the post – supporting the Diocesan strategy, principals, and shared priorities – to generally aid the smooth running of the diocesan offices.
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| **Special Features** | Optional section covering any unusual features not already mentioned e.g. level and purpose of interaction with others, both internally and externally. |
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| **Organisation Chart** | - showing post above, peers and direct reports |
|  HR & Office Manager   Diocesan Secretary Governance and Office Administrator AM Receptionist Pastoral Secretary PM Receptionist Property Secretary |

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| **Agreed: Job Holder**: |  |
| **Agreed: Line Manager**: |  |
| **Date:** |  |

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| **Person Specification** |  |
| **Job Title:** | PA to Diocesan Secretary | **Department**: |  |

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| **Qualifications & Experience** | *Qualifications or specific experience* ***required to do the job****.* |
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| **AREA** | **ESSENTIAL** | **DESIRABLE** |
| Knowledge/ Qualifications/ Membership of Professional bodies (or equivalent) | * ‘A’ level English or equivalent
 | * CIPD qualification
* Typing RSA III or equivalent
* Shorthand, Speedwriting, or equivalent
* Advanced level in Microsoft Word or equivalent software
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| Type of Experience required | * Experience in secretarial/administrative environment
* Experience in the creation, maintenance and use of office systems eg filing
* HR administration
* Minute taking
 | * Experience of managing budgets
* Research experience
* At least 5 years' experience of the creation, use and maintenance of office systems
* Experience of communicating

and liaising with persons at all levels |

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| **Competencies** | Competencies or specific skills ***required to do the job***. |
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| **ESSENTIAL** | **DESIRABLE** |
| * Good education and standard of English
* Good typing/keyboard skills
* Intermediate level in Microsoft word or equivalent or equivalent experience
* Attention to detail/Accuracy
* Proof reading
* Ability to communicate and organise

effectively and to develop and maintainconstructive relationships with others* Ability to work on own initiative
* Ability to deal with routine correspondence.
* Ability to work with governance paperwork and minutes in a timely manner
* Ability to plan and prioritise work
* Good knowledge of office processes and procedures
* Organised
* Maintain confidentiality at all times
* Willingness to work outside normal

working hours from time to time* An understanding of the structures and

governance of the Church of England* good telephone manner
* Sympathetic to working with people of faith and the ethos of the Church of England.
 | * A commitment to self- development
* A full driving licence and use of a vehicle
* A sense of vocation
* Ability to develop, monitor and implement

policies and procedures* knowledge of GDPR legislation
* knowledge of financial management
* knowledge of ecclesiastical language
* knowledge of spreadsheet software
* knowledge of database software
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| **Agreed: Job Holder**: |  |
| **Agreed: Line Manager**: |  |
| **Date:** |  |