

DIOCESE OF SALFORD

Job Title:	PA/Senior Administrator		
Department:	COO Office		
Reports to (job title):	Diocesan Project Manager		
Accountable to:	COO		
Responsible for:	Receptionist		
Key Relationships:	Heads of Department, VGs, COO Office, Bishops Office, Parish Priests		
Location:	Cathedral Centre, 3 Ford Street, Salford, M3 6DP	Travel Required:	Some travel may be required
Level/Salary Range:	£26,000-£28,000 per annum	Position Type:	Full-time, permanent
Hours of Work:	35 hours per week. Mon-Fri 9am to 5pm with 1 hour for lunch. Some flexibility will be required.	Holidays	25 days plus 8 statutory bank holidays per annum plus 5 Diocesan closure days (4 days over Christmas and 1 day Maundy Thursday).

Overview and Job Purpose:

To provide office management and oversight of the administration of the COO Office. This role will provide robust administrative and secretarial support to the COO and members of her team across all areas but particularly in relation to the IT, telephony, and Data Protection.

The postholder will be required to work with discretion and sensitivity due to the confidential nature of the information they will encounter.

Job Description:

The Diocese of Salford is committed to providing high quality professional support to all stakeholders; this post will support the Diocese in delivering this commitment.

Main Duties

- To provide PA and administrative support for the COO and key members of her team.
- To organise meetings, including refreshments, venue, IT etc.
- Act as first point of contact for all enquiries, either by post, telephone, email or in person, ensuring they are dealt with politely and professionally and followed up by appropriate action.
- Respond to correspondence, general enquiries, telephone calls and emails.
- Prepare meeting papers using the diocesan On-Board System. Follow and track actions to be completed by the COO and members of her team.
- Create a local database of all Trustee meeting papers held on the On-Board system to ensure access in the event of a system failure.
- To assist the COO with Subject Access Requests and Data Protection issues for the diocese
- To act as the first port of call for IT queries from Impact Computing and members of staff.

- To act as the first port of call for Telephony issues, issuing of mobile phones etc.
- Assist the Diocesan Project Manager with the day-to-day administration of the various insurance matters.
- Provide Administrative support to the Diocesan Project Manager on major capital projects and on events.
- To coordinate and arrange events under the direction of the Diocesan Project Manager.
- Act as secretary to various meetings.
- Assist the Diocesan Project Manager in keeping the databases for the diocese up to date.
- Maintenance of the Intranet/Web sites, ensuring that this is kept up to date.
- To line manage the Cathedral Centre Receptionist including responsibility for organising cover for the reception desk.
- Undertake any such other duties as may be reasonably determined by the line manager and which are commensurate with this role.

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
Qualifications and training:	<ul style="list-style-type: none"> • Educated to A-Level standard or equivalent. 	<ul style="list-style-type: none"> • Relevant Business Administration or secretarial qualification
Experience	<ul style="list-style-type: none"> • Experience of working as part of a small team in a diverse organisation. • Have suitable, relevant, substantial experience working in a similar role within an office environment including experience of using Microsoft packages such as Word, Outlook, Excel, and PowerPoint 	<ul style="list-style-type: none"> • Experience of staff management
Knowledge	<ul style="list-style-type: none"> • Working knowledge of customer service. • Working knowledge of an office-based environment. • Knowledge and understanding of confidentiality, professional boundaries and dealing with sensitive information. 	<ul style="list-style-type: none"> • Have some understanding of local structures of the Catholic Church.
Skills	<ul style="list-style-type: none"> • Good administrative skills including record-keeping. • Excellent organisational skills to be able to prioritise and meet tight deadlines. 	

	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills both written and verbal. • An aptitude for developing and reviewing office systems in response to availability of new technology. 	
Abilities	<ul style="list-style-type: none"> • Ability to work with volunteers and understand their motivation. • Ability to project a friendly, professional manner, both in person and on the telephone. • Able to work unsupervised and use own initiative. • Able to handle competing priorities and work under pressure. • Ability to organise workload and resources and work efficiently without supervision. • Ability to communicate effectively and sensitively with colleagues, the clergy, service providers and members of the public. • Ability to engage positively and negotiate with other professionals from a range of backgrounds. • Ability to work with discretion and confidentiality. • Ability to handle challenging people and situations with sensitivity and in accordance with the values of the Catholic Church. • Ability to adopt a flexible approach. • Able to work with sensitivity in a Catholic environment. • Be open to learning new skills as required. 	
Personal qualities:	<ul style="list-style-type: none"> • High level of resilience. • Have a high regard for confidentiality. 	
Other requirements:	<ul style="list-style-type: none"> • This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service. 	

	<ul style="list-style-type: none"> • All employees of the Diocese are expected to work to promote the safeguarding of vulnerable groups. 	
<p>The above description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It may be amended from time to time, after consultation with the post holder. Any changes will be agreed in conjunction with the Chief Operating Officer.</p>		
<p>Other Information:</p> <p><u>References and Reports</u></p> <ul style="list-style-type: none"> • Two professional references will be required. • This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service and all employees of the Diocese are expected to work to promote the safeguarding of vulnerable groups <p>Health and Safety: All employees are required to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.</p> <p>Confidentiality: During their employment, the post holder may gain knowledge of confidential matters which may include personal or business-related matters. Such information must be considered with high levels of confidentiality and must not be discussed or disclosed. Failure to observe confidentiality could lead to disciplinary action.</p> <p>Data Protection: Where it is a requirement of the role, the post holder will have access to computers and other information technology. He/she will be required to ensure that appropriate security procedures are followed and that confidential information such as passwords are not communicated to unauthorised individuals.</p> <p>Safeguarding: The Diocese of Salford is committed to safeguarding all children and vulnerable groups at risk within its community. The Diocese aims to embed a culture of safeguarding to prevent abuse and to provide support to individuals who have been hurt by abuse, taking the necessary actions to reduce the likelihood of further harm. All diocesan employees are expected to contribute to the creation of a safe environment, challenge inappropriate behaviours and report concerns in line with procedures.</p> <p>In fulfilling the duties of this role, the post holder may come into contact with children or vulnerable adults. Therefore, they must adhere to diocesan safeguarding procedures.</p> <p>Probationary period: This position is subject to completion of an initial probationary period of six months.</p> <p>Driving: A driving licence and access to a vehicle, along with the ability to travel to various parts of the Diocese is desirable.</p> <p>All Diocesan employees are always expected to work with the highest standards of conduct. Maintaining the respect and dignity for colleagues, clergy and visitors is essential. Employees are also expected to support the creation of a warm, pleasant, and hospitable working environment.</p>		

Compiled By:	COO	Date:	June 2021
Reviewed By:	HR	Date:	June 2021

I accept and agree with the details contained in this job description.			
Signed by Employee:		Date:	
Signed by Employer:		Date:	

I hereby declare that I have received and understood the procedures on how to deal with allegations or concerns of abuse and will comply with the Church's Safeguarding Policies and Procedures https://www.csas.uk.net/procedures-manual/			
Print Name:		Date:	
Signature:		Department:	

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