

DIOCESE OF SALFORD

Job Title:	Pilgrimage Office Administrator (Events)		
Department:	Projects and Operations		
Reports to (job title):	Head of Projects and Operations		
Accountable to:	Pilgrimage Director for Lourdes and the Episcopal Vicar for Formation		
Responsible for:	N/A		
Key Relationships:	Volunteer Co-ordination Team, Formation Team		
Location:	Cathedral Centre, Ford Street, Salford, M3 6DP - although may sometimes be required to work at the office of the Pilgrimage Director.	Travel Required:	Some travel around the diocese may be required. Travel with Pilgrimages to Pilgrimage Locations will be required - initially this will be Walsingham and Lourdes, although additional locations may be added.
Level/Salary Range:	£23,793 - £29,248 per annum - Dependent on skills and experience	Position Type:	Full time, Permanent
Hours of Work:	35 hours per week. This role requires flexibility to be able to sometimes work weekends and evenings.	Holidays	25 days per annum plus statutory bank holidays plus 5 closure days as agreed by the Diocese in respect of the Christmas/New Year period and Maundy Thursday.
Overview and Job Purpose:			
To provide first class administrative and operational support to Pilgrimage Leaders. The successful candidate will play an important role in ensuring the effective administration and smooth running of the pilgrimage office and also to provide support to pilgrimage leads whilst on pilgrimage.			
Job Description:			
Main Responsibilities Under the supervision of the Head of Projects and Operations, the Pilgrimage Office Administrator will be responsible for all aspects of the day-to-day organisation within the pilgrimage office. <ul style="list-style-type: none"> • Receive and respond to queries, provide general information about the diocesan pilgrimages. 			

- Be a first point of contact before and during the pilgrimage, performing duties as required.
- Manage all enquires either first hand or by passing to the right person in the team.
- Open and sort the mail daily and manage accordingly.
- Provide information and assistance to prospective pilgrims and volunteers, managing any difficult or unusual enquiries, keeping the director informed.
- Ensure effective communication with tour operators, pilgrims (sick and ordinary), volunteers and others as required.
- Manage volunteer applications and references as required.
- Liaise with safeguarding and manage DBS and volunteer applications, using the online safeguarding systems.
- Maintain office records paying particular attention to confidential and sensitive records.
- Maintain database for volunteers and pilgrim mailing list for each pilgrimage.
- Record, process and facilitate medical records as required for pilgrims and all those who require medical assistance. Work in collaboration with the medical team to monitor and assess information relating to the assisted pilgrims.
- Organise events such as training days, information days and meetings. Produce resources as required.
- Provide support for central fundraising events and the administration for this.
- Manage appointments and facilitate assessment days for assisted pilgrims. Work with the medical team to ensure requirements are met.
- Service meetings, undertake minute taking and distribution of minutes to relevant people and monitor actions.
- Be responsible for the procurement of office supplies, equipment for the pilgrimage such as medical supplies and t shirts and uniforms, ensuring best value and manage the stock control.
- Produce reports and statistics on the status of the pilgrimage as requested by key stakeholders.
- Monitor bookings and manage requirements e.g. volunteer assistance, wheelchairs etc, including those booking independently, monitoring and collecting affiliation fees.
- Working with the finance team, take responsibility for the financial aspects of the pilgrimages including banking, Gift Aid, fundraising, medical bursaries, JustGiving reports, prepare payments and invoicing for authorisation by the director.
- Coordinate input from volunteers with pre-pilgrimage tasks and administration – production of ID badges, printing of handbook and liturgy sheets, distribution of t shirts and uniforms, packing supplies, liaising with groups and volunteers regarding equipment etc.
- Working with the Diocesan Communications Team to ensure that websites are maintained and social media channels are kept up to date appropriately.

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
Qualifications and training:	<ul style="list-style-type: none"> • Educated to A Level Standard Or NVQ 3 in Business Administration. 	
Experience:	<ul style="list-style-type: none"> • Three years' experience of organising major events. 	<ul style="list-style-type: none"> • Experience of developing and maintaining websites and social media.

	<ul style="list-style-type: none"> • Experience using MS Word, Excel, Outlook, PowerPoint and Access. • Experience of creating booklets and posters using MS Word or Publisher. • Experience of marketing and promoting events. • An understanding of the Catholic Church and the part Pilgrimages play in the life of pilgrims. 	<ul style="list-style-type: none"> • Experience in minute taking.
Knowledge, skills, and abilities:	<ul style="list-style-type: none"> • Good literacy and numeracy skills. • Computer literate. • Ability to work independently and as part of a team. • Able to correctly prioritise tasks. • Able to maintain accurate records. • Able to handle competing priorities and work under pressure, meeting tight deadlines. • Understand the need for confidentiality and discretion. • Sound communication skills and the ability to liaise effectively with a diverse range of stakeholders. • Ability to handle challenging people and situations with sensitivity and in accordance with the values of the Catholic Church. • An aptitude for developing office systems and software. 	<ul style="list-style-type: none"> • A knowledge of fundraising legislation. • Good knowledge of safeguarding and DBS procedures. • Knowledge of gift aid. • Willingness to learn new skills and rise to new challenges.
Personal qualities:	<ul style="list-style-type: none"> • Flexible in approach to hours of work. • Willing to take responsibility for own training and self-development. 	<ul style="list-style-type: none"> • An understanding and sensitivity to the values, principles and ethos of the Diocese of Salford and

		<p>members of the Church in all aspects of their work.</p> <ul style="list-style-type: none"> • The tenacity to work hard to achieve the best possible outcome.
Other requirements:	<ul style="list-style-type: none"> • This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service and the barred list will be checked for working with children and vulnerable adults. • All employees of the Diocese are expected to work to promote the safeguarding of vulnerable groups. 	

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 Head of Department.

Other Information:

References and Reports

- Two professional references will be required.
- This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service and the barred list will be checked for working with children and vulnerable adults.
- All employees of the Diocese are expected to work to promote the safeguarding of vulnerable groups.

Prospective candidates must understand that the Diocese of Salford is a charity with a religious ethos based upon and with the intention of ensuring the legal and canonical obligations of the Bishop and Trustees are met. This role is of sufficient profile and impact within our organisation to require that the successful candidate will be respectful towards the aims and the ideals of the Catholic Church.

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.

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.

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.

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.

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.

Environment: The Diocese of Salford is committed to creating an environmentally sustainable diocese and encourages employees to grow their knowledge and understanding of what it means to be responsible guardians and exercise good stewardship of resources.

Probationary period: This position is subject to completion of an initial probationary period of six months.

Driving: A driving licence and access to a vehicle along with the ability to travel regularly to various parts of the Diocese is essential.

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.

Compiled By:	COO	Date:	Nov 2022
Reviewed By:	HR/Head of Projects & Operations	Date:	Nov 2022 & Nov 2023

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: <http://www.catholicsafeguarding.org.uk/national-safeguarding-standards/national-safeguarding-policy>

I commit to completing the mandatory Educare E-Learning modules in relation to safeguarding within my first month of employment.

Print Name:		Date:	
Signature:		Department/ Parish:	

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