

## Job description

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<b>Title:</b>	Central Services Administrator
<b>Salary scale:</b>	£20,820 p.a.
<b>Hours:</b>	35 hours per week (Full time Monday to Friday with some flexibility) including out of hours working on occasion where necessary
<b>Accountable to:</b>	Executive Assistant to the Diocesan Secretary
<b>Location:</b>	Based at St James House Liverpool L1 7BY with opportunity for some home-based working. Occasionally working from other locations.

### Job Summary:

The Central Services administration team is a key central support function that provides excellent services to key stakeholders within our Diocese including parishes, schools, volunteers, and internally in supporting departments within other Diocesan delivery teams.

The aim is for Central Services is to:

- achieve a high standard of customer satisfaction and engagement with stakeholders
- reduce the time and resource spent on processes by making it easier for staff and parishes
- achieve flexibility within staff to adapt to current and future organisational needs
- create a culture of continuous improvement within tight expenditure limits
- enable staff within the team to achieve greater skills and training to enhance their roles

### Equality, Diversity and Inclusion

Liverpool Diocese is committed to treating our whole community with dignity and respect. We desire to represent diverse identities within our community whether this be by race, culture, religion, sexual orientation, gender, disability or social background of each person to ensure they fulfil their potential within a proactive and caring environment.

### Key responsibilities include:

#### Diary Management

- Arranging meetings and appointments where necessary
- Liaise with colleagues to book travel arrangements

#### Hospitality

- Supporting the administrative provision of key Diocesan meetings
- Providing reception cover when required
- Meet and greet visitors both within and outside the organisation and provide hospitality as required

#### Call and enquiry management

- Being part of a frontline service for dealing with enquiries by post, phone and email

#### Contact management

- Maintain records on central CMS system
- Update Website and proofread weekly Bulletin update

- Proof-reading of website content and weekly Bulletin updates before distribution

### **Lead Areas**

Additionally, this post holder will be responsible for one or more of these lead areas which may change according to organisational need:

- Safeguarding APR administration
- Vocations
- Resources
- Education
- Clergy Housing
- Net Zero Carbon
- Disability Advisory Group

These areas are regularly reviewed in consultation with service leads. Within any of the Lead Areas, the post holder will provide:

#### **Process administration**

- Supporting the administration of any key processes as needed by the Diocese following agreed documentation processes including Visitations, Safeguarding APRs, key data inputting and Gift Aid
- Helping develop systems to administer processes
- Invoice processing

#### **Events administration**

- Booking and liaising with conference facilities
- Using Eventbrite to co-ordinate bookings/meetings and promote events
- Preparing supporting material where appropriate
- Facilitating the management of events where appropriate

#### **Programme administration**

- Being the lead contact for the agreed programmes
- Liaising with participants, venues, speakers to ensure the smooth running of the programmes including Resources and Vocations departments
- Collation, preparation and distribution of required material for programmes

*And specifically, to the following Lead Areas of*

#### **Education**

- As part of a team, organising annual Schools Conference, Schools' Leavers Services and Retirement Service
- Clerk to the Board of Education and Executive Committee
- Administrative support on the appointment of Governors
- Collating any relevant data to support the work of the teams
- Organising Christian Leadership courses and conferences

#### **Clergy Housing Committee**

- Clerk to the Clergy Housing Committee
- Liaising with Members of the Committee
- Organisation of meeting dates, attending meetings, drafting Agenda and Minutes, collation, distribution and storage of papers for the Committee

#### **Net Zero Carbon**

- Administrative support for the delivery of our Carbon Net Zero target
- Organisation of meeting dates, attending meetings, drafting Agenda and Minutes, collation, distribution and storage of papers for the Committee

#### **Disability Advisory Group**

- Administrative support for the delivery of the Diocesan Disability Advisory Group
- Organisation of meeting dates, attending meetings, drafting Agenda and Minutes, collation, distribution and storage of papers for the Committee

**The post holder will undertake other relevant duties as may be requested from time to time and commensurate with the role.**

### **Our Diocesan Vision:**

In Liverpool Diocese our vision is expressed as asking God for a Bigger Church to make a Bigger Difference, more people knowing Jesus, more justice in the world. All roles contribute and uphold this vision. This role does that in providing vital administration for the smooth running of our Diocese. As role holder you will be expected to work in a flexible and supportive manner and uphold our Diocesan values of working collaboratively, respectfully, professionally and dynamically.

### **About the Diocese of Liverpool**

The Diocese of Liverpool is the Church of England in a corner of the north west with churches from Southport to Widnes; Wigan to Warrington and throughout the city of Liverpool all working their hardest to fulfil our vision of asking God for a bigger church making a bigger difference with more people knowing Jesus and more justice in the world. As we work towards that vision we have four priorities

1. Introducing people to Jesus
2. Deepening discipleship
3. Developing Christian leaders
4. Working for justice

The diocesan offices provide essential support services to our parishes with many specialist staff offering expert support to our frontline parishes. We have a reputation for being a creative organisation securing national church backing for a range of innovative projects.

We are a small, supportive team offering a flexible approach. We have adopted a hybrid model balancing office based with home-based working. We are serious about the work life balance with generous holiday allowances, free staff on-site carparking, staff discount within our Cathedral shop and bistro and access to an Employee Assistance Programme. Diocesan staff have a strong working relationship with Liverpool Cathedral and our offices sit in the shadow of this magnificent iconic building.

For more information visit our website [www.liverpool.anglican.org](http://www.liverpool.anglican.org)

### **Liverpool Diocese Values**

Our values underpin the culture of working for the Diocese of Liverpool at St James House. Our values are:

**Dynamic:** This means we are creative, open minded and willing to adapt for the good of the organisation. We make things happen, embrace and drive change and do great things with enthusiasm, passion and enjoyment.

**Respectful:** This means we respect and value the contribution of all colleagues and treat each other and those we serve with respect, courtesy and warmth. We try to respond promptly and appropriately to requests from others

**Professional:** This means what we do, we do well and perform to the best of our ability, ensuring our knowledge is kept up to date. We demonstrate a 'can-do' attitude and take ownership of issues, aiming to exceed expectations

**Collaborative:** This means we willingly share ideas, knowledge, expertise and experience and seek to understand and work with other teams. We help, support and guide each other, believing we do it better together.

## Person Specification

<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	
<p>Proven administration skills</p> <p>Experience in organising meetings and conferences</p>	<p>Event/hospitality management experience</p>
<b>Knowledge &amp; Skills</b>	
<p>Excellent communication skills both verbal and written with an ability to effectively engage with people at all levels to quickly build rapport and act with patience, sensitivity and tact</p> <p>Excellent organisation skills with an ability to work to deadlines</p> <p>Operational knowledge of Microsoft Office packages</p> <p>Ability to take Minutes and produce written material accurately and quickly</p> <p>Excellent presentation, layout and accuracy in document production</p>	<p>Familiarity and use of social media and other new technology</p>
<b>Personal Qualities</b>	
<p>Resilient with an ability to remain calm under pressure</p> <p>Ability to handle a range of diverse tasks and prioritise according to demands</p> <p>A great team player who is respectful of colleagues and can recognise the wider needs of the organisation</p> <p>Approachable and dependable and able to use own initiative</p> <p>Ability to handle personal and sensitive information in the strictest of confidence</p> <p>Professional with a flexible and positive work approach</p>	
<b>Qualifications</b>	
<p>5 GCSE (or equivalent) passes including English and Maths grade C/level 5 or above (or equivalent)</p>	<p>Educated to A level standard</p> <p>Business / administration qualification</p>
<b>Work Related Circumstances</b>	
<p>To be in sympathy with the aims and ethos of the Church of England</p> <p>To fully support and uphold the values of the Diocese of Liverpool</p>	<p>Some understanding of the Church of England structures</p> <p>Ability to work from home</p>