

## Job Description

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| <b>Job Title:</b>       | <b>Central Services Support Assistant</b>  |
| <b>Benefits:</b>        | Defined Contribution Group Personal Pension Plan<br>Healthcare cash-plan after 6 months  |
| <b>Hours of Duty:</b>   | 20-25 hours per week, to be negotiated (hours to be worked across 5 days)<br>based at Diocesan House   |
| <b>Annual Leave:</b>    | 25 days holiday per annum, plus statutory bank holidays<br>and discretionary Christmas holiday pro rata  |
| <b>Office Location:</b> | Diocesan House, 109 Dereham Road, Easton, Norwich, NR9 5ES.<br>This role requires the post holder to be in attendance at the office location.<br><i>To ensure the best service to the needs of the Diocese your base maybe moved<br/>within the Diocese.</i> |
| <b>Department:</b>      | Finance and I.T.   |
| <b>Responsible to:</b>  | I.T. and Data Coordinator  |

### **Main purpose of the role:**

To be a friendly first point of contact for the Parish Support Team: welcoming ad hoc visitors to the offices, taking telephone calls, and responding to queries and room bookings.

To be responsible for postage sent to and from Diocesan House; packing and sending occasional mailings; and assisting in printing, copying and other administrative tasks as necessary.

To carry out a range of I.T. tasks such as supporting online meetings, updating the database where necessary, installing apps, supporting new staff and training others.

### **Key working relationships:**

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|------------------|--|
| <b>Internal:</b> | I.T. and Data Coordinator, the Director of Finance, P.A. to the Diocesan Secretary, the Property Department and all Diocesan Staff |
| <b>External:</b> | Anyone who calls or visits Diocesan House<br>All diocesan stakeholders   |

## **Principle duties and responsibilities:**

### **Central services support**

- To offer a high level of customer service and extend a warm welcome to all visitors and staff and work to ensure that Diocesan House is a great place to work
- Welcome and direct ad hoc visitors at Diocesan House
- Seek to maintain a welcoming physical environment for staff and visitors
- To support the holding of all-staff work meetings and social events held at Diocesan House
- To be responsible for external room bookings, requesting invoices from the finance team where appropriate, and ensuring adequate customer service cover is in place during office hours
- To respond to all telephone calls on the main telephone number and signpost where necessary
- To deal with email enquiries sent to the info@ mailbox, signposting queries appropriately in a timely fashion
- To be responsible for post sent to and from Diocesan House, including scanning and filing post. To organise rotas for holiday cover
- To pack and send mailings as required by Parish Support Team departments
- To assist in printing, copying and other administrative tasks as necessary
- To be responsible for the ordering of stationery
- To be responsible for the ordering of refreshment supplies
- To service the kitchen areas daily, including the fridge and dishwasher and organise cover for days off and holidays
- To work with the Property Department to implement weekly fire testing procedures and other building security and maintenance tasks, such as the SALTO access door
- To be the technical lead on Eventbrite: to setup events and to assist those using Eventbrite
- To be responsible for online accounts: e.g Milk ordering, Stationery ordering etc.
- To support the effective functioning of the online shop
- To be responsible for taking payments over the phone
- To coordinate the production of badges, business cards and lanyards

### **I.T. support (training will be given for all these tasks)**

- Provide support to our larger events and other meetings e.g. providing technical support for online and hybrid meetings
- To administrate IT systems for new starters and leavers
- To assist with the implementation and maintenance of Apps such as Horizon and SALTO
- To help maintain our IT logs of devices
- Manage the staff telephone list
- Assist with the input of data into the internal database and input Data Protection Forms and Register of Activities forms onto the database where necessary
- Have awareness of confidentiality and data protection

To undertake any other reasonable tasks, relevant to the post.

**Person Specification:**

Essential    Desirable

**Communication skills**

|  |     |  |
|--|-----|--|
| Excellent communication skills, both written and oral                          | Yes |  |
| Excellent customer service skills in taking and responding to calls and emails | Yes |  |

**Using technology**

|  |     |     |
|--|-----|-----|
| Word, PowerPoint, Excel, Outlook – at a basic level, preferably higher | Yes |     |
| Experience of editing or maintaining a web-based database              |     | Yes |
| A willingness to try new technologies                                  | Yes |     |

**Working within a team**

|   |     |  |
|---|-----|--|
| Team player and good collaborative skills                   | Yes |  |
| Flexible, adaptive and responsive to changing working needs | Yes |  |
| Self-motivated  | Yes |  |
| The ability to prioritise tasks                             | Yes |  |

**Personal attributes**

|   |     |     |
|---|-----|-----|
| Friendly and polite with strong interpersonal skills  | Yes |     |
| Ability to work to deadlines and stay calm under pressure                                       | Yes |     |
| Methodical and thorough approach to work  | Yes |     |
| A willingness to pro-actively contact individuals and request items required to meet a deadline | Yes |     |
| Able to work without detailed guidance and close support  | Yes |     |
| Has a full valid driving licence and/or other methods of transport                              |     | Yes |
| Sympathetic to/supportive of our diocesan strategy, aims and objectives                         | Yes |     |

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 a reasonable adjustment can be made.

**The post holder will be required to undergo a Basic Disclosure and Barring Service check.**

**THIS JOB DESCRIPTION IS NOT AN EXHAUSTIVE DOCUMENT BUT IS A REFLECTION OF THE DUTIES AND RESPONSIBILITIES APPLICABLE AT THE TIME OF ISSUE. Details and emphasis are subject to amendment and revision in the light of the changing needs of the Norwich Diocesan Board of Finance Ltd. UPDATED – SEPTEMBER 2022**