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**Job Description**

**Job Title: Parish Engagement Officer**

**Benefits:** Defined Contribution Group Personal Pension Plan  
 Healthcare cash-plan after 6 months

**Hours of Duty:** 35 hours per week

**Annual Leave:** 25 days holiday per annum, plus statutory bank holidays

and fixed Christmas holiday

**Office Location:** Diocesan House, 109 Dereham Road, Easton, Norwich, NR9 5ES.   
This role requires the post holder to be in attendance at the office location on a full time basis.

*To ensure the best service to the needs of the Diocese your base maybe moved within the Diocese.*

**Responsible to:** Communications Manager

**Background**

The Parish Support Team is made up of the staff and volunteers of a charity called the Norwich Diocesan Board of Finance. The core purpose of the charity is to serve the local mission and ministry of the Church of England in Norfolk and Waveney, delivered through churches, schools and chaplaincies.

The Parish Support Team operate from Diocesan House in Easton, on the outskirts of Norwich, and travel across the diocese to undertake a broad range of services that seek to encourage, enable and empower those active in local parishes.

**Main purpose of the role:**

The Parish Engagement Officer will embody our core purpose and our care, acting as a key focus of communications with people across the Diocese of Norwich, by:

* Being a welcoming, friendly, knowledgeable and proactive point of contact whether by phone, in writing or in person.
* Communicating proactively with parish representatives to build relationships, offering information and guidance for onward sharing, and receiving feedback
* Supporting a culture of responsiveness, accessibility and a team approach to customer service across the whole Parish Support team
* Maximising the completeness and accuracy of data to better enable our support of those serving in parishes

**Key working relationships:**

Internal: Parish Support Team colleagues.

External: Parish representatives and all diocesan stakeholders.

**Principle duties and responsibilities:**

**Communications**

* To offer a high level of customer service and extend a warm welcome to all visitors.
* To respond to all calls to the main office telephone number and signpost where necessary so that callers get a great level of customer service.
* To proactively and regularly contact parish representatives to offer information on Parish Support Team services and opportunities that might benefit them, and receive feedback.
* To monitor the effective functioning of the Parish Support Team customer feedback process to ensure that compliments and concerns are logged and passed on for colleagues to action.
* Seek out and pass on good news stories to the Communications team for wider sharing.
* Supported by colleagues, grow and maintain a comprehensive awareness of the range of Parish Support Team services, funding opportunities and other information that might be of use to those in local parishes.
* To proactively support internal communications through gaining and sharing news, case studies and encouraging cross-team working wherever possible to enhance the service offered to local parishes.
* To deal with email enquiries sent to the hello@ mailbox, signposting queries appropriately in a timely fashion.
* Seek to maintain a welcoming physical environment for visitors.
* Coordinate a rota of colleagues to ensure adequate customer service support, including for phones and email, is in place during office hours to cover breaks, meetings and holidays.

**Data support**

* Through reactive and proactive contact with parish representatives,
* Check database accuracy and highlight important information to colleagues.
* Encourage parish representatives to update data required, giving support as needed.
* Encourage the completion of national data requests.
* Assist with the input of data into the database.

**Parish Support Team assistance**

* To be responsible for post sent to and from Diocesan House, including scanning and filing post and organising the rota to cover the post during periods of annual leave.
* Alongside colleagues, support the holding of all-staff work meetings and social events held at Diocesan House
* To coordinate and be on the rota for servicing the kitchen areas daily, including the fridge and dishwasher
* To be responsible for sustaining key office supplies such as milk and stationery and coordinating the rota for this when on holiday
* To be responsible for external room bookings, requesting invoices from the finance team where appropriate
* Maintain and communicate the staff telephone list.
* To support the effective functioning of the online shop
* To be responsible for taking payments over the phone

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

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| **Person Specification:** | Essential | Desirable |
| **Experience**   |  |  |  | | --- | --- | --- | | Demonstrable and significant experience of operating effectively in a customer service setting | Yes |  |   **Communication skills** | | |
| Excellent communication skills, both written and oral | Yes |  |
| Excellent customer service skills in making and responding to calls and emails that will effectively represent the charity’s core purpose of service and its care for those involved in local mission and ministry | Yes |  |
| Able to use discretion and ensure confidentiality | Yes |  |
| **Using technology** | | |
| Experience of using Word, PowerPoint, Excel, Outlook to a good standard | Yes |  |
| Experience of editing or maintaining a web-based database |  | Yes |
| A willingness to try new technologies | Yes |  |
| Understanding of data protection and handling sensitive information | Yes |  |

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| **Working within a team** | | |
| Team player with the desire and ability to work collaboratively | Yes |  |
| Flexible, adaptive and responsive to changing working needs | Yes |  |
| Self-motivated and able to use initiative | Yes |  |
| The ability to prioritise tasks | Yes |  |
| **Personal attributes** | | |
| Warm, friendly and polite with strong interpersonal skills | Yes |  |
| An ability to receive positive and negative feedback with grace and diplomacy | Yes |  |
| A ‘can-do’ attitude that likes to take on challenges and problem solve | Yes |  |
| Ability to work to deadlines and stay calm under pressure | Yes |  |
| Organised, with a methodical and thorough approach to work | Yes |  |
| A willingness to pro-actively contact and build relationships with parish representatives in support of the purpose of the role | Yes |  |
| Able to work without detailed guidance and close support | Yes |  |
| Has a full valid driving licence and/or other methods of transport |  | Yes |
| A desire to serve and support those involved in the furtherance of the Christian mission of the Church of England | Yes |  |

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. August 2023