

Job Description

Personal Assistant (to the Diocesan Secretary)

Background

The Parish Support Team is made up of the staff and volunteers of a charity called the Norwich Diocesan Board of Finance Ltd (NDBF). The core purpose of the charity is to serve the local parish mission and ministry of Church of England churches, schools and chaplaincies across Norfolk and Waveney, collectively referred to as the Diocese of Norwich.

The Parish Support Team currently operates from Diocesan House in Easton on the outskirts of Norwich, offering a broad range of services across the diocese that support and encourage colleagues working in local parishes. The main areas of work include direct support for local mission and ministry; and indirect support including areas such as finance, GDPR and data, communications and safeguarding services.

Purpose of the role

The purpose of the role is to provide strictly confidential, proactive and efficient support for the Diocesan Secretary (Chief Executive) and Director of Finance across a wide range of everyday tasks and significant projects, including complaints administration.

Key working relationships

Line manager	Diocesan Secretary (Chief Executive)
Positions managed	None
Internal	Director of Finance Parish Support Team Colleagues Members of the Senior Leadership Team Governance Support Officer
External	Bishops of Norwich, Lynn and Thetford and their PAs Archdeacons of Norwich, Norfolk and Lynn Diocesan Registrar Clergy and laity of the diocese External contacts of the Diocesan Secretary (Chief Executive) Executive Support leads in other dioceses

Main duties

- To be the main point of contact and support for the Diocesan Secretary (Chief Executive) and Director of Finance.
- Deliver strictly confidential administrative and secretarial support including writing letters, reports and emails.
- Diary management and making travel arrangements.
- Arranging meetings, booking rooms, equipment and organising catering provision.

- Providing support for internal meetings of NDBF staff including attendance and minute taking.
- Supporting Board and Committee meetings including compiling agendas, coordinating papers and minute taking.
- Working as part of the Parish Support Team to support the effective functioning of the NDBF office base, hosting visitors and contributing to great customer service.
- Supporting the continuous development and maintenance of online record keeping.
- Helping to ensure the accuracy of the diocesan database through regular checks and updates.
- Co-ordinating advertising and processing NDBF small grant funds where available.
- Providing effective supervision and line management for volunteers, work experience and staff employed from time to time to support administrative functions.
- Coordinating and supporting diocesan events as and when required.
- Monitoring the complaints process as Complaints Administrator, following due process and ensuring accurate record keeping.
- Providing support for the Governance Officer at meetings of Diocesan Synod, and at other times as required.
- Coordinating administrative support for internal and external events.
- Undertaking other reasonable duties that may be required from time to time, consistent with the responsibilities of the grade.

Person Specification

Qualifications and Experience	Desirable	Essential
Proven successful experience in similar roles		X
Experienced administrative, organisational and committee skills		X
Experience of handling strictly confidential information		X
Educated to degree level or higher education in a relevant area	X	

Knowledge and Skills	Desirable	Essential
Strong IT skills, competent use of Microsoft Word, Excel, Outlook and PowerPoint programmes and running online meetings.		X
Excellent interpersonal skills and the ability to deal with people at all levels		X
Good communication skills, both written and verbal, with experience of communicating effectively with a range of stakeholders		X

Knowledge and Skills	Desirable	Essential
Excellent programme/project management skills, with the ability to see projects through from inception to benefits realisation, and the experience of having done so		X
Ability to provide creative solutions to problems and overcome barriers		X
Ability to successfully influence a range of stakeholders to create a sense of common purpose and advocacy		X
Attention to detail, accuracy and thoroughness in all aspects of work		X
Knowledge of the Church of England, its structures and processes	X	

Personal Attributes	Desirable	Essential
Able to work under pressure to meet targets and deadlines		X
Calm and professional disposition		X
Self-motivated and enthusiastic		X
Able to respond effectively to changing priorities		X
Able to manage a high-volume workload		X
Able to work effectively without supervision		X
Willing to accept responsibility		X
Logical and systematic in work processes		X
Supportive of the aims and purpose of the Church of England and the Diocese of Norwich		X

Availability	Desirable	Essential
The role involves attendance at meetings and events at a range of venues around the diocese, some on weekends, early mornings or late evenings, as well as the ability to be away from the diocese on residential activities. Notice will be given of these and time off in lieu is available		X
Current driving license and have a car available for travel throughout Norfolk		X

Summary of Terms and Conditions

Role	Personal Assistant to Diocesan Secretary (Chief Executive)
Responsible to	Diocesan Secretary (Chief Executive)
Salary	£31,864 per annum
Hours	35 hours per week
Pension	Enrolment in the NDBF defined contribution scheme a contributory scheme with an 5% contribution by NDBF and 3% by the employee, plus in-service life cover.
Annual Leave	25 days plus 8 public holidays, plus fixed days between Christmas and New Year. 3 additional days after completion of 5 years' service.
Term	Permanent. Probationary period will be 6 months.
Notice Period for both employee and employer	1 month notice during probation period, 2 months afterwards
Expenses	Working expenses are paid at the Diocesan rates
Base	Diocesan House, 109 Dereham Road, Easton, Norwich, NR9 5ES You may also be required to work at other locations within the Diocese of Norwich in line with the requirements of your role. Hybrid Working may be considered (up to a maximum 40% of working time potentially undertaken from home).
Contract	The contract of employment will be with the Norwich Diocesan Board of Finance (NDBF)
Status	The successful applicant will need to show proof of right to work in the UK and a basic DBS check before taking up the post.

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.

April 2024