

Job Description

PA to the Director of Mission and Ministry and to the Diocesan Director of Ordinands & IME2

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.

Ethos and Values

The way we work in the Parish Support Team is as important as what we do, and we are committed to:

- Proactively promote and demonstrate our Diocesan Vision, Christian ethos and values in all aspects of work.
- Treat everyone as a valued individual with kindness and respect.
- Promote and demonstrate a culture of continuous improvement and development.
- Work collaboratively with all colleagues in the Parish Support Team.

Purpose of the role

To provide efficient and effective administrative and secretarial support to the Director of Mission and Ministry (DMM) and the Diocesan Director of Ordinands & IME2 (DDO), enabling and supporting them to fulfil their roles, and making a key contribution to the work of the Department in the local church.

Key working relationships

Line manager	Diocesan Director of Ordinands and IME2 (DDO)
Positions managed	None
Internal	Director of Mission and Ministry Diocesan Director of Ordinands and Initial Ministerial Education 2 (DDO) Assistant Diocesan Directors of Ordinands Bishops and Archdeacons and their P. As Parish Support Team Colleagues

External	Members of Bishop's Staff All licensed Clergy in the Diocese The National Church Ministry Department Other Directors of Mission and Ministry within the Eastern Region and their teams Coordinators and administrators of relevant external organisations
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Main duties and responsibilities

PA responsibilities

- Full administrative and secretarial support to Director of Mission and Ministry (DMM) and the Diocesan Director of Ordinands & IME2 (DDO)
- Manage multiple email accounts; replying and signposting queries appropriately
- Answer phone calls, enquiries and requests, often corresponding on behalf of the DMM and DDO
- Proactively manage diaries and arrange meetings; booking rooms, equipment and organising catering provision as required
- Schedule and set up meetings, courses and events, producing and circulating relevant information in support of these.
- Compile agendas and supporting papers, attend meetings and take accurate minutes and action points from meetings
- Provide administrative support to the wider Mission and Ministry Team and to Diocesan events, as required
- Maintain filing systems and records in relation to all aspects of the Mission & Ministry teams area of work ensuring compliance with the General Data Protection Regulations (GDPR)
- Post/reception duties as required
- Provide support to enable the effective administration and excellent customer service to all who contact the Parish Support team through assisting with tasks such as answering the phone, meeting visitors and being part of the back-up rota.

Support to the Diocesan Director of Ordinands & IME2 (DDO)

- Provide administrative support for vocations events across the diocese
- Administering the process of individuals to be presented to the national discernment process
- Set up and maintenance of ordinand files
- Managing database entries relating to ordinands
- Assisting with processes related to ordinand training
- Administer diocesan grants for candidates in training for ordination in collaboration with the Management Accountant and the national Ministry Team
- Administer expenses for candidates and curates as required
- Being a point of contact for candidate and ordinand enquiries, referring as necessary
- To assist with the organisation and administration of Ordination preparation days and retreats
- To assist with arrangements for training events for incumbents and curates
- To assist with the administration of the curates' training programme
- Other administrative duties and project works, as and when necessary

Support to the Director of Mission and Ministry (DMM)

- To work together to organise and resource the weekly Mission and Ministry Department meetings
- To take a leading role in delivering aspects of the work of the Department, e.g. the Bishop's Certificate, occasional day courses which are organised by the DMM
- Undertake such other reasonable duties as may be required from time to time as are consistent with the responsibilities of your position.

Person Specification

	Essential	Desirable
Qualifications and Experience		
Proven successful experience in similar roles	X	
Experienced administrative, organisational and committee skills	X	
Experience of providing a high level of confidentiality and sensitivity when dealing with people	X	
Previous experience of working as a Personal Assistant		X
Knowledge and Skills		
Strong IT skills, competent use of Microsoft Word, Excel, Outlook and PowerPoint programmes and running online meetings.	X	
Excellent communication skills, both written and oral	X	
Strong interpersonal skills, and the ability to deal with people at all levels including tact and diplomacy	X	
Excellent organisational skills and the ability to prioritise work with tight and changing deadlines	X	
Very good attention to detail, accuracy and thoroughness in all aspects of work	X	
Good record keeping skills and the ability to work methodically and confidentially	X	
An understanding or willingness to learn the systems, processes, structures, and terminology of the Church of England	X	
Knowledge of the Church of England, its structures and processes		X
Experience of using databases		X
Personable Attributes		
Calm and professional disposition	X	
Team player and good collaborative skills	X	
Flexible, adaptive and responsive to changing working needs	X	
Self-motivated and able to enthuse others	X	
Embrace change and welcome new initiatives and procedures	X	
Sympathetic to/supportive of our diocesan strategy, aims and objectives	X	
Worshipping member of a Christian community		X

Availability		
The role involves attendance at meetings and events at a range of venues around the county, some on weekends, early mornings or evenings. Notice will be given of these and time off in lieu is available	X	
Current driving licence and have a car available for travel throughout Norfolk	X	

Summary of Terms and Conditions

Role	PA to the Director of Mission and Ministry and to the Diocesan Director of Ordinands and IME2
Hours	Part time - 28 hours per week
Pension	Enrolment in the NDBF defined contribution scheme a contributory scheme with a 5% contribution by NDBF and 3% by the employee, plus in-service life cover.
Annual Leave	Pro rata of 25 days plus 8 public holidays, plus fixed days between Christmas and New Year. Pro rata of 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, 1 month 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 one day working from home for those working three or four days per week and two days for those working full time).
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.