

## Job Description

### Mission Operations Administrator

#### Background

The Parish Support Team is made up of the staff and volunteers of 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 operates from Diocesan House in Easton on the outskirts of Norwich and provides a range of services that support and encourage colleagues working in local parishes. Key areas include mission and ministry support, alongside enabling functions such as finance, communications, data and safeguarding.

The team works in support of the Diocesan Vision – *Transformed by Christ: Prayerful, Pastoral, Prophetic* – delivered through a programme of strategic mission initiatives, including STREAMS ([Streams Norfolk and Waveney](#)) and wider mission development activity.

#### 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 promoting and demonstrating our Diocesan Vision, Christian ethos and values in all aspects of work.
- Treating everyone as a valued individual with kindness and respect.
- Encouraging continuous improvement and development.
- Working collaboratively with all colleagues.

#### Purpose of the Role

To provide high-quality administrative and coordination support to the Mission Operations Manager (STREAMS) and the wider Mission and Ministry team, helping to deliver STREAMS and related mission priorities through effective planning, communication, monitoring and programme coordination.

#### Key Working Relationships

|                   |                                                                                                                                                                                |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Line Manager      | Mission Operations Manager (STREAMS)                                                                                                                                           |
| Positions Managed | None                                                                                                                                                                           |
| Internal          | Director of Mission and Ministry; Streams Lead, Strategic Programme Manager; Streams Co-facilitators, Streams Sponsors, Mission Programme Team; Parish Support Team colleagues |
| External          | Clergy and lay leaders; parish representatives; external partners and suppliers                                                                                                |

## **Main Duties and Responsibilities**

### **Support to Mission Operations**

- Provide comprehensive administrative support to the Mission Operations Manager, including diary management, correspondence and prioritisation of activities.
- Support the coordination and delivery of STREAMS and associated mission initiatives.
- Assist in tracking progress against workstreams, milestones and deliverables.

### **Meetings and Events**

- Schedule, organise and support meetings, workshops and events
- Prepare agendas, compile papers and take accurate minutes.
- Maintain action logs and ensure follow-up on agreed actions.
- Support logistics and coordination for training sessions, action learning sets and other mission activities.

### **Monitoring and Documentation**

- Maintain accurate and well-organised programme and project documentation.
- Support data collection, reporting and tracking of outcomes.
- Assist in monitoring risks, issues and actions, ensuring timely updates and escalation where appropriate.
- Support the preparation of reports, presentations and funding-related documentation.

### **Engagement and Communication**

- Act as one of the key points of contact for enquiries relating to STREAMS and mission operations.
- Work alongside the Communications Assistant to update and maintain the STREAMS webpages and related digital content.
- Contribute to maintaining effective communication channels, including digital platforms where required.
- Support communications with clergy, lay leaders and other stakeholders.
- Assist in coordinating outreach visits and engagement activities.

### **Team and Administrative Support**

- Provide flexible administrative support across the Mission and Ministry team as required.
- Contribute to the effective functioning of the Parish Support Team through shared administrative responsibilities (e.g. answering phones, supporting visitors).

Undertake other reasonable duties consistent with the responsibilities of the role.

## Person Specification

|                                                                                                               | Essential | Desirable |
|---------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>Qualifications and experience</b>                                                                          |           |           |
| Proven experience in an administrative or coordination role                                                   | X         |           |
| Experience supporting projects, programmes or operations                                                      | X         |           |
| Relevant qualification in administration or related field                                                     |           | X         |
| Experience working in a church or charitable context                                                          |           | X         |
| <b>Knowledge and skills</b>                                                                                   |           |           |
| Strong organisational and administrative skills                                                               | X         |           |
| Ability to organize and manage events                                                                         | X         |           |
| Excellent IT skills (Word, Excel, Outlook, PowerPoint, Microsoft Teams and other Microsoft 365 applications). | X         |           |
| Ability to manage information and documentation effectively                                                   | X         |           |
| Strong written and verbal communication skills                                                                | X         |           |
| Ability to produce accurate minutes and reports                                                               | X         |           |
| Attention to detail and accuracy                                                                              | X         |           |
| Ability to manage competing priorities and deadlines                                                          | X         |           |
| Knowledge of Church of England structures and context                                                         |           | X         |
| <b>Personal attributes</b>                                                                                    |           |           |
| Self-motivated and proactive                                                                                  | X         |           |
| Able to work collaboratively within a team                                                                    | X         |           |
| Calm, professional and adaptable approach                                                                     | X         |           |
| Strong interpersonal skills                                                                                   | X         |           |
| Able to respond flexibly to changing priorities                                                               | X         |           |
| Supportive of the mission and values of the Church of England                                                 | X         |           |
| <b>Availability</b>                                                                                           |           |           |
| Willingness to work on Saturdays to support events                                                            | X         |           |
| Ability to travel within the Diocese                                                                          | X         |           |

## Summary of Terms and Conditions

|                                                     |                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Role</b>                                         | Mission Operations Administrator                                                                                                                                                                                                                                                                                                                      |
| <b>Hours</b>                                        | Full time (a job share could be possible) but ability to work Saturdays is necessary                                                                                                                                                                                                                                                                  |
| <b>Pension</b>                                      | 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.                                                                                                                                                                                            |
| <b>Annual Leave</b>                                 | 25 days plus 8 public holidays, plus fixed days between Christmas and New Year.<br>Pro rata of 3 additional days after completion of 5 years' service.                                                                                                                                                                                                |
| <b>Term</b>                                         | Five years. Probationary period will be 6 months.                                                                                                                                                                                                                                                                                                     |
| <b>Notice Period for both employee and employer</b> | 1 month notice during probation period, 1 month afterwards                                                                                                                                                                                                                                                                                            |
| <b>Expenses</b>                                     | Working expenses are paid at the Diocesan rates                                                                                                                                                                                                                                                                                                       |
| <b>Base</b>                                         | Diocesan House, 109 Dereham Road, Easton, Norwich, NR9 5ES<br>You may also be required to work at other locations within the Diocese of Norwich in line with the requirements of your role.<br><br>Hybrid Working may be considered (up to a maximum of one day working from home for those working 3 days or more and two days for full time staff). |
| <b>Contract</b>                                     | The contract of employment will be with the Norwich Diocesan Board of Finance (NDBF)                                                                                                                                                                                                                                                                  |
| <b>Status</b>                                       | 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.                                                                                                                                                                                                                          |

### Additional Information

This job description reflects the duties and responsibilities at the time of writing and may be reviewed in line with the evolving needs of the Diocese.