THE CHURCH OF ENGLAND
Diocese of Norwich

Job Description

Strategic Programme Administrator

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.

The team works in support of the Diocesan Vision - Transformed by Christ: Prayerful, Pastoral, Prophetic. An exciting new Mission and Ministry strategy is in development to see this vision fulfilled which includes STREAMS initiatives. Funding from the Strategic Mission and Ministry Board (SMMIB) of the national church is being sought, to match Diocesan resources, and grow the impact of the Church of England across Norfolk and Waveney. This role reports to the Strategic Programme Manager, who is supporting the development of the strategy and funding application and will oversee strategic programme delivery of the strategy.

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

The Strategic Programme Administrator will provide high-quality administrative support to the Strategic Programme Manager in the delivery, resourcing and governance of the mission strategy of the Diocese, assisting with the monitoring of its impact and reporting on it to key internal and external stakeholders.

Key working relationships

Line manager	Strategic Programme Manager
Positions managed	None
Internal	Director of Mission and Ministry Streams Lead Mission Operations Manager Mission Operations Administrator Content Creator Members of the wider Mission and Ministry team Parish Support Team Colleagues
External	Clergy and laity of the Diocese

Main duties and responsibilities

Support for Strategic Programme Manager and Team

- Provide comprehensive administrative assistance to the Strategic Programme Manager including diary management, and planning of meetings and events.
- Provide administrative support to the wider Mission Team, as required.

Grant administration and compliance (Diocesan Investment Programme and related funding):

- Coordinate the collation and formatting of application documents including presentations, executive summaries, appendices, budgets and supporting materials, ensuring alignment with funder requirements.
- Maintain accurate and well-organised grant documentation and audit trails to support transparency, compliance and reporting requirements.
- Support the Strategic Programme Manager in tracking conditions attached to funding awards and ensuring these are met before and during grant delivery. Keep track of risks and issues, ensuring timely escalation.
- Ensure DIP sub-grants are paid once authorised; maintaining up-to-date records of grant payments and expenditure.
- Assist in the collation of qualitative and quantitative data to evidence programme outcomes and impact.
- Maintain reporting schedules and ensure timely submission of all required reports, including annual reviews and ad hoc requests.
- Support the preparation of reports to funders including Strategic Mission Ministry Investment Board (SMMIB), ensuring accuracy, clarity and alignment with required formats and outcome frameworks.
- Support preparation for annual reviews, evaluations and external audits.
- Administer internal grant processes, including issuing funding calls, managing applications, tracking approvals, and ensuring timely payment and recording of awards.
- Act as first point of coordination for grant-related queries from internal stakeholders and grant recipients.

Meetings and events:

- Act as secretary to the Strategic Programme Board and other relevant governance groups - prepare agendas, compile meeting packs, take accurate minutes, and manage action logs to ensure effective progress.
- Schedule and set up other meetings and events
- Manage meeting IT requirements, emails, hosting online sessions, and ensure smooth attendance coordination.
- Support Strategy Implementation e.g. Streams communities training.

Engagement and communication:

- Organise and attend outreach and monitoring visits, and compile write-ups.
- Support effective communication with key internal and external stakeholders such as Bishops Staff, the Parish Support Team, the SMMIB, clergy and lay people to build and strengthen relationships.
- Support communication with grant recipients and stakeholders to ensure clarity of expectations, timelines and reporting requirements.
- Contribute to sharing learning, case studies and good news stories arising from funded programmes.
- Play an active role in contributing to the vibrant life and mission of the diocese, becoming part of the team and discovering opportunities to learn and develop your practise.
- 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.

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		
Educated to degree level or higher education in a relevant area, or a relevant qualification in administration		X
Experienced administrative, organisational and committee skills	X	
Experience of working as a personal assistant		X
Previous experience of supporting the administrative elements of grant development and management	X	
Previous work experience in the administration of projects	X	
Knowledge and Skills		
Experiential knowledge of Data Protection	X	
Excellent IT skills (Word, Excel, Outlook, PowerPoint, Microsoft Teams and other Microsoft 365 applications)	X	
Excellent interpersonal skills and the ability to deal with people at all levels	X	
Excellent communication skills, both written and verbal, with experience of communicating effectively with a range of stakeholders	X	

	Essential	Desirable
Ability to produce high quality minutes and other documents efficiently and effectively	X	
Ability to provide creative solutions to problems and overcome barriers	X	
Attention to detail, accuracy and thoroughness in all aspects of the work	X	
Knowledge of the Church of England, its structures and processes		X
Personable Attributes		
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		
The role may involve 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	Project Administrator
Hours	Full time – 37 hours per week Consideration will be given to applicants wishing to work part-time (a minimum of 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	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	This is a permanent job - subject to confirmation of ongoing funding beyond August 2027. Probationary period will be 4 months.
Notice Period for both employee and employer	1 weeks' 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 of one day working from home for those working 3 days or more or two days for full time employees).
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.