



Job Description

CCS Administrator (22001983)

Department of Theology and Religion

Grade 4: - £21,630 - £23,144 per annum (pro-rata)

Fixed Term - Part Time

Contract Duration: 24 months

Contracted Hours per Week: 21

Closing Date 20-Feb-2023, 11:59:00 PM

Disclosure and Barring Service Requirement: Not Applicable.

Job Title: CCS Administrator (Events and Communications)

Department: Theology and Religion

Grade: Grade 4

Salary range: £21,630 to £23,144 per annum (pro-rata)

Working arrangements: Part-time, 0.6FTE, 21 hours per week

The University

At Durham University we are proud of our people. A globally outstanding centre of educational excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other.

Across the University we have a huge variety of roles and career opportunities, which together make us a large and successful community, which is a key hub of activity within our region and nationally. Whether you are at the very start, middle or end of your career, there is a role for you. We believe everyone has their own unique skills to offer.

We would be thrilled if you would consider joining our thriving University. Further information about the University can be found [here](#)

The Role and the Department

The Centre for Catholic Studies (CCS) (www.dur.ac.uk/theology.religion/ccs/) within the Department of Theology and Religion at Durham University is seeking a part-time (0.6FTE) experienced administrator to join the CCS Administrative Team.

The post holder will have primary responsibility for coordinating CCS events, including seminars, lectures and student events, and, in liaison with the CCS Senior Administrator, conferences and various meetings.

The post holder will be the first point of call for general enquiries to the CCS, and be responsible for external communications, including a termly Newsletter and the prospectus.

The post holder will be responsible for managing the Centre's website, editing event recordings for online resources, and implementing the Centre's Social Media strategy.

The post holder will also provide general support to the activities and running of the CCS under the direction of the CCS Senior Administrator.

The post requires a good general education, excellent clerical and IT skills, excellent communication skills, both written and oral, and previous experience in a busy office environment. The post holder will be required to work with minimal supervision.

The post-holder will be directly responsible to the CCS Senior Administrator and will also work in close co-ordination with the CCS Director and other key members of CCS academic staff.

The CCS, established in October 2007, is a unique body: a major research and teaching Centre explicitly focussed on the study of Catholic theology and Catholic Studies more widely (including the empirical study of Catholicism, the history of Catholicism, and the cultural impact of Catholicism). Since its

establishment, the CCS has enjoyed very significant growth and continues to pursue further ambitious strategic and academic development goals.

The Department of Theology and Religion, founded in 1832, was recently ranked seventh in the world in the QS World University Subject rankings. We are home to more than 30 academic members of staff, and a community of over 100 doctoral students.

Teaching and research within the Department is focused on three key areas: Biblical studies, Christian Theology, and the Study of Religion.

With its home in Abbey House, right next to Durham Cathedral, a UNESCO World Heritage site, it is a beautiful and immensely exciting place to study and to research in Theology and Religion.

The Department is also home to a number of research centres, including the Centre for Catholic Studies.

Working at Durham

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 27 Days annual leave per year in addition to 8 public holidays and 4 customary days per year – a total of 39 days per year (pro rata). The University closes between Christmas and New Year.
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- Lots of support for health and wellbeing including discounted membership for our state of the art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- On site nursery is available and children's clubs in the summer holidays.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
- The opportunity to take part in staff volunteering activities to make a difference in the local community
- Discounts are available via our benefits portal including; money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- We offer generous pension schemes.

Durham University is committed to equality, diversity, inclusion and values

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential and we believe our staff should reflect the diversity of the global community in which we work.

As a University equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our values and our Staff Code of Conduct. At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.

What you need to demonstrate when you apply/Person Specification

When you apply it is important that you let us know what skills/experience you have from a similar role and/or what skills/experience you have which would make you right for this role. Further information about the role and responsibilities is at the end of this job description. Where a criteria has an asterisk* next to it, it may be given additional weighting when your application is considered.

Your application should cover the following criteria:

Essential Criteria

1. Excellent oral and written communication skills.
2. * Good digital skills including experience in using core digital tools including internet, email, digital communication tools, Microsoft 365 applications, digital booking system.
3. Five GCSE's at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience or qualifications).
4. Post-16 qualification or equivalent experience.
5. Evidence of relevant personal development to maintain skills.
6. * Relevant administrative experience in a busy office environment.
7. Demonstrable ability to provide advice and guidance to a range of customers and colleagues.
8. *Experience of working on the front line with service delivery, the ability to work under pressure and meet tight deadlines without compromising on quality and the ability to work with minimal supervision.
9. Ability to solve problems as part of a team and resolve straightforward issues.
10. Experience of working in a team.
11. Experience of web content management and using social media.

Desirable Criteria

- Previous experience of working in an administrative role within Higher Education.
- Experience of organising events such as research seminars and conferences.
- Experience of using social media in a business context.
- Experience of document design and production, including excellent proof-reading skills.
- Experience of minute-taking.

How to apply

To progress to the assessment stage, candidates must evidence each of the essential criteria required for the role in the person specification above. Where there are desirable criteria we would also urge you to provide any relevant evidence. Please don't forget to check if there is any weighted criteria (see above).

While some criteria will be considered at the shortlisting stage, other criteria may be considered later in the assessment process, such as questions at interview.

Submitting your application

We prefer to receive applications online. We will update you about your application at various points during the process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to ensure you receive all emails. Please note that previous applicants should not reapply.

What you are required to submit:

- A CV
- A covering letter which shows examples of how you meet all of the criteria within the Person Specification

Contact details

If you would like to have a chat or ask any questions about the role, the CCS Senior Administrator, Theresa Phillips would be happy to speak to you. theresa.phillips@durham.ac.uk

Interviews are anticipated to take place on 17 March 2023.

Typical Role Requirements

Service Delivery

- Focus on checking stakeholder requirements to ensure the delivery of excellence with the frontline stakeholder experience.
- Respond to service users acting as the key contact for all general enquiries to the Centre, answering and recording standard queries and bookings for activities and/or events, signposting to other staff members where appropriate.
- Solve day-to-day routine problems and source background information within the role.
- Plan and organise own workload, taking responsibility for organising events within own areas of responsibility, and ensure deadlines are met. E.g. for the Catholic Theology Research Seminars, the Ushaw Lecture Series, the Early Career and Postgraduate Conference, other annual conferences and ad hoc events, CCS staff and student meetings.
- Operate a booking and enquiry service and process requests finding solutions or escalating more

complex queries to relevant staff where necessary.

- Apply professional and regulatory procedures and processes and use of systems.
- Apply standard professional and recognised regulatory procedures to process, check and reconcile anomalies within data and information sets.
- Compile, record, store and archive data and information to ensure the accuracy and safety of information in compliance with GDPR.
- Use standard office-based digital systems, tools and equipment to carry out data recording, communications and networking, including content management of the CCS website, use of Social Media platforms, and editing audio and video recordings of selected events, adhering to University brand guidelines, for sharing externally on relevant platforms.
- Process and update key business documentation, including publicity for CCS events, the termly Newsletter, and Prospectus, for internal networks and external stakeholders.
- Make venue, catering, travel and/or equipment arrangements for events, meetings and activities.
- A commitment to equality, diversity and inclusion and the University's values.

Teamwork

- Contribute to the planning of team activities, work and deadlines to ensure the smooth running and timeliness of service, especially with regard to CCS events and meetings.
- Record data and information accurately and provide reports as required to team members and more experienced staff e.g feedback on events and event management, and stakeholder engagement with Social Media.
- Collaborate with team members to organise, plan and prepare for events, meetings and activities within own area of responsibility.
- Work with team members to ensure the smooth running of administrative processes to support people and business activities.

Communication/Networking

- Provide a responsive and proactive support service for stakeholders.
- Flexible in approach to accommodate the needs of team members and/or service users.
- Liaise with internal and external suppliers, contractors, stakeholders, and professional specialists to pass on information, including for e.g. in relation to partnership events with the local Catholic parish and diocese, and partnership institutions.
- Liaise and collaborate with staff in other areas of the organisation to ensure a seamless, smooth and efficient service, especially with regard to event management.
- Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
- Liaise with representatives from other service areas, professional organisations and agencies where necessary. E.g. in regard to event management.
- Provide service and support for networks, committees and meetings, to draft and distribute documents and communications in standard professional formats. E.g. minute-taking at CCS staff meetings and the external facing CCS Advisory Board and Friends' and Benefactors' events.
- Liaise with internal and external suppliers and specialists with the organisation, planning and delivery of services, activities and events.
- Any other reasonable duties.

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant University Privacy Statement <https://www.durham.ac.uk/about-us/governance/information-governance/privacy-notices/privacy-notices/job-applicants/> which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.