# DURHAM DIOCESAN BOARD OF FINANCE (DDBF)

**Receptionist/Safeguarding Administrator**

**JOB DESCRIPTION**

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| **JOB TITLE:**  **GRADE:**  **ACCOUNTABLE TO: HOURS & TERM:**  **LOCATION:**  **BACKGROUND:             JOB SUMMARY:      KEY RELATIONSHIPS:** | Receptionist / Safeguarding Administrator  3.1 - £24,017.00  Office Manager  Full time, 35-hour week, permanent  Cuthbert House, Stonebridge, Durham, DH1 3RY    The DDBF is the administrative body which operates on behalf of the Church of England within the Diocese of Durham, and amongst other things, provides training, development and administrative support to members of the clergy and parishes.   This includes training as part of their commitment to support the growth of the church. Training programmes, events and courses are continually in development, and draw participants from a diverse range of church backgrounds. These are managed by the Ministry, Discipleship and Mission Growth team.  The diocese’s administrative team is responsible for dealing with general enquiries from visitors and over the phone, maintaining contact details for clergy and church officers, conducting DBS checks and providing administrative support to the other diocesan staff teams such as HR, Finance, IT, Safeguarding, Governance and Housing.  This is an administrative role, with a mix of both reception and office-based activities. Taking direction from the Office Manager, supporting a wide range of activities, focused on the co-ordination of training events and courses, but also acting as part of the wider administrative support team, dealing with safeguarding checks, HR administration and general enquiries including face to face visitor at Cuthbert House.  This role will work collaboratively to enable the delivery of the various streams of the Diocesan Transformation programme. The Diocesan Transformation Team exists to enable and support the mission and discipleship of our local churches, so they can engage fruitfully with the Diocesan priorities and strategy so that we bless our communities in Jesus’ name for the transformation of all.  Office Manager & PA to Diocesan Secretary and Director of  Mission, Discipleship and Ministry/Archdeacon of Durham  Deputy Director of Mission, Discipleship, Ministry and Growth  Administrator/Data Analyst  Governance Support Manager  Diocesan Safeguarding Advisor Church Planting Project Manager  Business Services Manager  Vocations Strategy Development Advisor  Vocations Development Support Officer  Director of Mission, Discipleship and Ministry/Archdeacon of  Durham  Ministry Development Advisor  Diocesan Secretary  Other diocesan staff  Clergy and church officers |

**KEY DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:**

# Welcome and reception.

1. Welcome visitors to Cuthbert House reception, ensuring they feel welcomed and are briefed on all relevant building guidance.
2. Deal with general email, phone and in person enquiries, resolving queries where possible and directing queries to appropriate staff members; and carry out ad hoc administrative requests requested by Diocesan Staff with supervision from the Office Manager.

# Data, Compliance and Safeguarding

1. To update and manage contact details database listings in compliance with GDPR.
2. To receive and update church attendance statistics.
3. Process Disclosure and Barring Service (DBS) checks and maintaining safeguarding records Receive applications, check and submit applications to DBS, Request confirmation that a certificate has been received; Maintain records of those with DBS clearance; Request renewals when due; Flag up any concerns or issues to the DSA.

**IT Support**

1. Maintain asset register of all office equipment issued to staff across the diocese.
2. Assist with basic tech support or liaise with relevant IT Service Desk.
3. To assist in the setting up of events and the management of any digital/online events.

# Support the organizing of events, training courses and awarding of small grants.

1. To organise events and courses that are managed by diocesan staff, comprising training for ordained (clergy) and lay ministry from Durham Diocese. This will include online and face to face events and will include the administration of participant data and liaison with the course organisers.
2. To work with the event/course manager and communications team to promote and advertise the event/course through the diocesan website and social media.
3. To provide oversight and administration of the logistics of bookings, events and courses from start to finish including room booking management, attendance management and facilities. Where required, produce event plans which cover all aspects of events including timing, capacity, catering, and resourcing requirements including basic costing & procuring of materials and facilities.
4. To ensure events and courses run smoothly, welcoming participants, setting up rooms, communicating with staff, and collecting and collating course feedback; occasional weekend and evening working and
5. To provide administrative support for meetings and in administering grants and courses under the guidance and supervision of the Office Manager.
6. Arranging venues, agendas and minute-taking for meetings in liaison with the chair, project staff and teams.

*The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.*

**COMMON DUTIES AND RESPONSIBILITIES:**

# Health and Safety

Under the Health and Safety at Work Act 1974, whilst at work you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the DDBF on health and safety and not interfere with or misuse anything provided for your health, safety and welfare.

# Confidentiality

You must not pass on to unauthorised persons, any information obtained in the course of your duties without the permission of your line manager.

# Safeguarding

If at any time the post-holder sees or hears anything that could suggest a safeguarding risk or has any other reason to be concerned, it should be reported immediately to the Diocesan Safeguarding Adviser (DSA).

# Equality, Diversity & Inclusivity

The DDBF is committed to promoting a diverse, non-discriminatory and inclusive community that gives everyone an equal chance to learn, work and live free from discrimination, bias and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

If at any time the post-holder sees or hears anything that could suggest a breach to our commitment and policy to equality, diversity and inclusivity or has any other reason to be concerned, it should be reported immediately to your line manager.

**Receptionist / Safeguarding Administrator**

**PERSON SPECIFICATION**

This section outlines the requirements and qualities the post-holder needs in order to fulfil the post. These are divided into ‘essential’ and ‘desirable’ criteria. ‘Essential’ criteria are those that the post-holder absolutely must have in order to do the job, which is the job cannot be done without those qualities. ‘Desirable’ criteria are those qualities that would be either useful, an advantage or preferable to have in order to do the job or those which can be trained to do, that is the job can be done without those qualities.

The table below also identifies how the criteria will be assessed. Please ensure that you demonstrate, as a minimum, the ‘A’ criteria on you application form.

# A Application Form I Interview A & I Application Form & Interview

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| **Ref:** | **Criteria** | **Essential / Desirable** | **A / I** |
| 1 | **QUALIFICATIONS** |  |  |
| 1.1 | Administrative training qualification. | Desirable | A |
| 2 | **EXPERIENCE** |  |  |
| 2.1 | Receiving and welcoming visitors on reception | Desirable | A & I |
| 2.2 | Administrative and organizational experience. | Essential | A & I |
| 2.3 | Experience of managing data including personal data and databases. | Essential | A & I |
| 2.4 | Experience of health & safety, food hygiene. | Desirable | A |
| 2.5 | Experience of working in the church context. | Desirable | A & I |
| 3 | **KNOWLEDGE** |  |  |
| 3.1 | Understanding of and familiarity with the structure of the Church of England. | Desirable | A & I |
| 3.2 | A good understanding of Microsoft office applications and contact management systems. | Desirable | A & I |
| 4 | **SKILLS & APTITUDES** |  |  |
| 4.1 | Excellent interpersonal skills, ability to welcome visitors and build rapport. | Essential | A & I |
| 4.2 | Excellent written and oral communication skills with the ability to adapt style to a range of audiences. | Essential | A & I |
| 4.3 | Ability to work independently and to show initiative. | Essential | A & I |
| 4.4 | Strong organizational and planning skills with the ability to manage competing priorities. | Essential | A & I |
| 4.5 | Ability to establish and maintain appropriate boundaries, including appropriate confidentiality. | Essential | A & I |
| 5 | **PERSONAL ATTRIBUTES & COMPETENCIES** |  |  |
| 5.1 | Empathy with the Christian faith and working in context of supporting its mission and ministry. | Essential | I |
| 5.2 | Occasional working weekends and evenings. | Essential | A & I |