

The Bishops' Office

Administrator (Maternity Cover) in the Bishops' Office

The Bishops' Office

The Bishops' Office provides an efficient administrative centre supporting the work of the Bishops of Lincoln, Grimsby and Grantham in delivering an effective episcopate, as they seek to lead the Diocese of Lincoln in transforming lives across Greater Lincolnshire.

It is especially important that all those involved in the life of the Diocese of Lincoln, both lay and ordained, have a sense that they are profoundly valued and cared for pastorally, spiritually and personally. All members of the Bishops' team are crucial in making this a reality.

The role is varied, intense and demanding, requiring a calm and patient approach and a high degree of organisational and administrative skills. Key working relationships are with the Bishops and their families, the Bishop's Senior Chaplain, the rest of the team in the Bishops' Office, and, more widely, with a huge variety of people locally, nationally and internationally.

Job Summary

The Administrator will provide vital support to the Bishops and will be a key member of their team, assisting the Senior Chaplain and the Executive Assistant in processing and completing a consistently high volume of work and ensuring the smooth day-to-day running of the Bishops' Office.

The Administrator is line-managed by the Senior Chaplain and will work closely with the Executive Assistant and Administrative Assistant.

Whilst each team member has specific roles and responsibilities, there is a certain amount of overlapping and consequently efficient communication across the team is a key element in the success of the office.

There is an expectation that the Executive Assistant will delegate tasks and responsibilities to the Administrator on a day-to-day basis, and that the Administrator will cover the responsibilities of the Administrative Assistant on their non-working days.

Working Pattern and Core Hours

Your place of work is The Bishops' Office, Edward King House, Minster Yard, LN2 1PU, with no home or remote working.

This is a full time role working 35 hours per week. Working hours and days are 9am - 5pm, Monday to Friday, with an hour's lunch break.

A degree of flexibility is needed for an occasional early start in a morning, or working after hours at an event, and the subsequent taking of TOIL at a time agreed with the Senior Chaplain.

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Key purposes of role:

To contribute to a coordinated, efficient and effective central support service by providing a wide range of administrative support for the Bishops' Office.

Accountability:

The Bishop's Senior Chaplain.

Key Relationships:

The Bishop's Senior Chaplain; the Bishops of Lincoln, Grimsby and Grantham; the Bishops' Office team; members of Diocesan Staff.

Principal Duties:

This list is not exhaustive and is intended to reflect your main tasks and areas of work.

The postholder will support the Bishops, the Senior Chaplain and the EA by:

General Responsibilities

- Acting as a point of contact for the wide range and high volume of internal and external telephone calls, emails and other enquiries for the Bishops' Office; representing and acting on behalf of the Bishop and his staff in dealing with people confidently and helpfully
- Understanding safer recruitment requirements and safeguarding policies, and showing willingness to engage in required safeguarding and other appropriate training
- Attending and producing minutes for meetings as required by the Bishops or the Senior Chaplain
- Liaising with the Retired Clergy and Clergy Widows/Widowers Officers to ensure that records are maintained, mailings are distributed, and general queries are responded to
- Assisting the Senior Chaplain in overseeing the Bishops' diaries in the absence of their diary manager
- Under direction from the EA:
 - Assisting with managing Permission to Officiate applications, including: monthly administrative tasks; sending out application material; responding to queries; liaising with the applicant and other relevant parties; requesting references
 - Keeping confidential clergy personal files up-to-date, tidy, and well-organised; ensuring an understanding of and compliance with national and diocesan policies; supervising access by authorised personnel to the files as required
 - Ensuring that records are kept up-to-date
 - Processing and responding to requests for confirmation of good standing for Lincoln ministers visiting other dioceses; seeking the required details for visiting ministers to officiate in this diocese
 - Assisting with the consultation and other necessary processes required for the issuing of a Bishop's direction
 - Obtaining or adding the Bishops' signatures to required forms and other documentation as and when requested by diocesan officers

Correspondence

- Recording all incoming post.
- Preparing routine letters.
- Formulating letters from drafts provided by the Senior Chaplain.
- Ensuring that letters which instigate a process are followed up, i.e. following up a letter of resignation with a formal notification.

Hospitality

- Being aware of the meetings, appointments and other commitments in the Bishops' diaries on any given day
- Welcoming visitors and guests to the Bishops' offices in a professional and friendly manner and providing refreshments as required
- Under direction from the EA:
 - Liaising with catering providers and making bookings as required for the Bishops' meetings and functions; providing supplementary refreshments and making additional preparations as necessary
 - Organising/assisting with organising large or occasional functions and events as required; attending functions and events as requested by the Bishops or the Senior Chaplain, and where necessary to welcome guests and serve refreshments
 - Producing and managing guest lists, and preparing and sending invitations to functions and events as required

Finance

- Keeping accurate records and audit trails of payments, invoices, and purchases
- Appropriately using the Bishops' business debit cards and allocated funds
- Liaising and working with the EA as necessary to ensure the Bishops' budgets and accounts are in order

Other

The Bishops' Office is a demanding working environment providing professional administrative support to three busy public figures. Whilst each member of the Bishops' Office has their own particular role to play, there is much which can only be successfully accomplished by the sort of good teamwork and collaboration common to such a working environment. Consequently, the postholder will assist in this by:

- Responding to the wide range and high volume of internal and external telephone, email, and in-person enquiries with confidence; processing enquiries through to their resolution, using interpersonal skills, initiative and pastoral sensitivity as appropriate
- Contributing to the maintenance and storage of comprehensive and efficient electronic and paper information retrieval systems and records
- Developing and maintaining relationships with key individuals around the diocese
- Taking their part in the routine work of the office such as answering the phone, photocopying, filing, preparing and delivering refreshments to meetings, and so on
- Undertaking any other similar duties as reasonably directed by the Bishops or the Senior Chaplain
- The postholder must act in compliance with data protection principles and GDPR in respecting the privacy of personal information held by the Bishops' Office, and the Diocese. The postholder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Bishop's Office records and information

Person Specification:

Essential:

- Proven ability to work effectively on your own, as well as part of a collaborative team
- Experience of working within a busy office environment and proven administrative skills
- Good use of the English language, both oral and written, including grammar, spelling and punctuation; good IT skills including use of Microsoft Outlook and Office programmes
- Excellent organisational, interpersonal and communication skills
- Ability to work under pressure and to changing or conflicting deadlines; being punctual and organised
- Ability to handle sensitive information and maintain strict confidentiality
- Self-motivated, with experience of prioritising tasks and the need to be flexible and adaptable, including multitasking and taking initiative
- Comfortable in dealing with, listening to and taking instructions from senior colleagues
- Understanding of the mission and ethos of the Church of England, and sensitivity to different traditions and theological views within the Church

Desirable:

- A full Driving Licence and the use of a vehicle
- Experience of event planning and organisation
- First Aid at Work qualification
- Experience of working in a charitable or similar organisation