

## DIOCESE OF EXETER

Grow in Prayer | Make New Disciples | Serve the People of Devon with Joy

### ROLE DESCRIPTION

DETAILS	
Role Title	Assistant to the Archdeacon of Barnstaple
Department	Archdeaconry
Reports to	Operations Manager & Executive Assistant to the Diocesan Secretary
Salary	£21,500 - £23,250 depending on experience (1.0 FTE) per annum
Contract Type	Part-Time
Hours	16 hours per week
Normal Place of Work	The Diocese of Exeter is currently operating a hybrid pattern of office- and home-based working. As we emerge from the pandemic, the normal place of work will be the diocesan offices, combined with some home working.
Responsible for	N/A
Date of Issue	December 2022
NATURE OF WORK	
<p><b>Role Purpose:</b></p> <p>The Assistant to the Archdeacon will provide comprehensive administrative support to the Archdeacon of Barnstaple in their responsibilities for the Church of England across the archdeaconry, providing:</p> <ul style="list-style-type: none"> <li>▪ General administrative support</li> <li>▪ Parish vacancy management</li> <li>▪ Disclosure and Barring Service checks for licensed clergy</li> <li>▪ Archdeacons' Visitations</li> </ul>	



### Key Aspects of Role:

The Archdeacons' Assistant role requires a high degree of proficiency across the domains of:

- Interpersonal skills
- Relationship building
- Parish clergy and lay support
- Information and data management
- Written and oral communication
- Working with volunteers

The Archdeacon's Assistant role requires a Basic disclosure certificate from the Disclosure and Barring Service.

### Key Relationships:

The job reports to the Operations Manager & Executive Assistant to the Diocesan Secretary, with day-to-day direction from the Archdeacon of Barnstaple. The Archdeacon's Assistant will work closely with:

- Bishop's Senior Staff
- Colleagues in Satellite Offices
- Transitional Support Minister
- Rural Deans
- Old Deanery Staff
- Parish clergy and clergy administrative staff within Archdeaconry area
- The Coordinator for the Bishop's Retired Clergy and Widows' and Widowers' Officers

### Role Area

### Main Duties and Responsibilities

#### Relationship Building

- Provide a discreet, courteous, and efficient first point of contact for all communication to the Archdeacons, showing sensitivity and tact.
- Build understanding and effective relationships with clergy, parochial officers, the Bishop's Staff and Diocesan Staff.
- Build and maintain a close working relationship with the Archdeacons and clergy in the Archdeaconry areas.
- Alert Archdeacons and clergy to emerging issues and work collaboratively in resolving them.
- Serve as a collaborative member of the Archdeacon's teams, providing support where necessary.
- Work collaboratively with assistants to the Archdeacons of Plymouth & Totnes and Exeter to provide support and a point of external contact for the four Archdeacons collectively.



<p><b>Administration Support</b></p>	<ul style="list-style-type: none"> <li>▪ Provide high quality support to the Archdeacon; a discreet, courteous, efficient, and informative first point of contact for clergy and lay officers.</li> <li>▪ Receive and prioritise a wide range of enquiries by phone, email, and post, drafting responses or redirecting/liasing with the Archdeacons, as necessary.</li> <li>▪ Manage the Archdeacon's diary in Outlook and liaise with the Bishop's senior staff, their assistants, and diocesan employees, as necessary.</li> <li>▪ Manage written and email correspondence and all incoming calls.</li> <li>▪ Book meeting rooms when necessary and arrange refreshments and additional catering requirements, as necessary.</li> <li>▪ Ensure that the Archdeacon has the background information they need on a weekly basis: maintain an efficient system for tracking papers and ensure that all papers for meetings are gathered together.</li> <li>▪ As part of the team of Archdeacons' Assistants, ensure that cover for telephone and email response for the four Archdeacons is provided across all working weekdays in the year.</li> <li>▪ Purchase office supplies on behalf of the Archdeacon.</li> <li>▪ Collate relevant details and complete the Archdeacon's monthly expenses claim form, maintaining an oversight of the Archdeacon's budget as set by EDBF Ltd and keeping the Archdeacon informed on <i>expenditure vs budget</i>.</li> </ul>
<p><b>Vacancy Management and Common Tenure administration</b></p>	<ul style="list-style-type: none"> <li>▪ Set up initial meetings between parishes and the Archdeacon, liaise with parishes over their profiles (In consultation with the Archdeacon).</li> <li>▪ Contact with Patrons, as necessary.</li> <li>▪ Draw up advert &amp; upload to the diocesan website and arrange for advertising on the Church of England website and when required liaise with Church Times (in consultation with the parishes) and such other media as may be from time to time required.</li> <li>▪ Respond to any other information requested by prospective candidates.</li> <li>▪ Liaise with the parish representatives over programme for the interviews including any orientation day.</li> <li>▪ Take up candidate references after shortlisting.</li> <li>▪ Invite successful candidate to complete online DBS application, carry out DBS ID checks, complete &amp; submit the application.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Ensure relevant information is retained re UKBA requirements.</li> <li>▪ Draft Statement of Particulars &amp; Role Description for newly appointed candidates in line with their post.</li> <li>▪ Draft Statement of Particulars; for newly ordained clergy, for licensed and for clergy whose appointment has changed.</li> <li>▪ Create/update vacancy information on the diocesan database and draft the monthly vacancy report for the agenda of Bishop's Staff meetings.</li> <li>▪ Organise and administer Ministerial Development Review for clergy</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>▪ Work as part of a team to process Disclosure and Barring Service checks for licensed and newly appointed to be licensed clergy, including completion of online DBS applications as required.</li> <li>▪ Use appropriate IT packages to keep the national clergy register up to date in line with current legislation.</li> <li>▪ Archdeacon's Visitations: administer the process with the relevant paperwork between the Archdeacon's office and the parishes, Rural Deans and Registrar. Deal with any queries arising and prepare for the Visitation services. Attend Visitation services to ensure attendance lists are completed and to deal with any administrative matters arising.</li> <li>▪ Articles of Enquiry and PCC forms: Follow up returns and any actions arising. Assist with follow up on PCC officers to ensure database is up to date.</li> <li>▪ Keep accurate notes, correspondence and records, and place on file as appropriate.</li> <li>▪ Develop and maintain an efficient electronic filing system for the Archdeacons, including confidential files, keeping files up to date in line with the requirements of UK GDPR.</li> <li>▪ Ensure information management systems and policies are adhered to, including Data Protection policies.</li> <li>▪ Retain or dispose of files as appropriate in accordance with data retention policies.</li> <li>▪ Safeguarding: Liaise with Safeguarding Team to ensure compliance from parishes.</li> <li>▪ Ensure Churchwardens remain up to date with Quinquennial Inspections in conjunction with the DAC Secretary and Adviser, and address and follow up action are required.</li> <li>▪ Archdeacon's Inspections: Liaise with Rural Deans to carry out these on behalf of the Archdeacons; receive the reports and note any issues to be managed.</li> </ul>



<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>▪ Ensure Safeguarding training and awareness completed to required level Foundation (C1).</li> <li>▪ Work with People team to ensure that they keep up to date with safeguarding issues as they affect own area of work.</li> <li>▪ Operate in accordance with all Diocesan Safeguarding Policy and practices.</li> </ul>	
<b>Equality and Diversity</b>	<ul style="list-style-type: none"> <li>▪ Role model inclusive behaviours in day to day working practices.</li> <li>▪ Work in accordance with diocesan equal opportunity policies.</li> </ul>	
<b>Future Role Development</b>	The Diocese of Exeter is transforming some of its administrative practices. There will be an opportunity for the individual to help shape new practices. It should also be noted that some of the role areas listed above might be amended as a result of reviews that are currently taking place and flexibility will be required to ensure the smooth transition into any new roles or procedures.	
<h2>PERSON SPECIFICATION</h2> <p>The following areas outline what qualifications, training, experience, and technical abilities the applicant will need to demonstrate.</p>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>▪ Professional experience and relevant qualifications and/or education to 'A' level.</li> <li>▪ Good secretarial and typing skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ First Aid at work qualification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of providing administrative support within a diverse working environment.</li> <li>▪ Proven organisational skills with attention to detail and accuracy, using initiative to plan and prioritise workload from two Archdeacons; determining which piece of work needs to be completed first and responding flexibly to circumstances.</li> <li>▪ Experience of working as a key member of a team demonstrating good interpersonal skills and a collaborative style of working.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of committee administration</li> <li>▪ Experience of establishing and maintaining systems- setting up paper based and electronic filing.</li> <li>▪ Experience working in charitable or similar organisation.</li> </ul>
<b>Technical</b>	<ul style="list-style-type: none"> <li>▪ Excellent oral communications and a professional telephone manner.</li> </ul>	<ul style="list-style-type: none"> <li>▪ An understanding of the parish system and the wider</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Able to communicate effectively with a broad range of people, providing accurate and timely responses/advice.</li> <li>▪ Good written communication skills; able to articulate concepts accurately and succinctly.</li> <li>▪ Numerate with financial knowledge and related skills</li> <li>▪ Advanced IT skills, including knowledge of Microsoft Office: Word, Excel, Outlook, PowerPoint, Microsoft Teams and Zoom.</li> <li>▪ Willingness and aptitude to learn to use new technology to support the work of the Archdeacons.</li> </ul>	<p>organisation of the diocese.</p> <ul style="list-style-type: none"> <li>▪ Knowledge of the MS Office 365 suite of programs, including MS Teams.</li> </ul>
<b>General Requirements</b>	<ul style="list-style-type: none"> <li>▪ Welcome in person visitors and receive incoming enquiries and telephone calls, dealing promptly and courteously with enquires.</li> <li>▪ Ensure all health and safety instructions are followed and that care is taken to ensure safety for self and colleagues, reporting concerns immediately.</li> <li>▪ Sensitive to the different cultures, traditions and activities within the Church and maintain a consistent approach to clergy and non-clergy matters.</li> <li>▪ Commitment to anti-discriminatory practices within the Church of England's legal context.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of the Church of England, its parochial system and the wider organisation of the Diocese</li> </ul>
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>▪ Welcoming and friendly, able to create a good rapport whilst maintaining professionalism.</li> <li>▪ Able to use discretion when dealing with complex, sensitive/confidential issues.</li> <li>▪ In sympathy with the aims, values and ethos of the Diocese of Exeter and of the mission and ministry of the Church of England.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Practising communicant member of the Church of England, or of a church belonging to the Churches together in England.</li> </ul>

## ROLE COMPETENCIES

The following impact areas outline the typical strengths, abilities and behaviours expected to fulfil the role.



<b>Setting Direction</b>	<b>Seeing the Big Picture:</b>	<ul style="list-style-type: none"> <li>▪ Understand how your own work supports the work of the Archdeaconry and the wider diocese.</li> <li>▪ Understand the roles and responsibilities of all other Archdeaconry employees, clergy, Lay Officers and parish volunteers.</li> <li>▪ Keep up to date with issues that affect own work area.</li> <li>▪ Show professional curiosity and interest in expanding knowledge in areas related to own work.</li> </ul>
	<b>Changing and Improving:</b>	<ul style="list-style-type: none"> <li>▪ Able to respond positively to new situations and ideas and implement change as directed.</li> <li>▪ Give and receive feedback and learn from experience to improve personal contribution to the Archdeaconry team including taking part in an annual appraisal.</li> <li>▪ Take the initiative to suggest new ideas to improve and develop the administrative functions within the Archdeaconry team and area.</li> <li>▪ Able to change ways of working to aid cooperation within the Archdeaconry and across the diocese.</li> </ul>
	<b>Making Effective Decisions:</b>	<ul style="list-style-type: none"> <li>▪ Gather, verify and assess all relevant and available information to gain accurate understanding of situations.</li> <li>▪ Clarify own understanding and needs and expectations of team and others before making decisions.</li> <li>▪ Seek and take advice from Operations Manager with decisions that involve an element of risk; otherwise, able to work unsupervised.</li> <li>▪ Able to explain how decisions have been reached in a clear and concise way.</li> <li>▪ Able to spot and deal with issues as they occur.</li> <li>▪ Able to recognise the limits of own authority within the role.</li> </ul>
<b>Engaging People</b>	<b>Leadership:</b>	<ul style="list-style-type: none"> <li>▪ Show enthusiasm for own work and be accountable for meeting own goals.</li> <li>▪ Learn to anticipate the needs of the Archdeacons and key people within the Archdeaconry areas.</li> <li>▪ Act in a manner consistent with the values of the organisation and proactively role model and promote an inclusive workplace.</li> <li>▪ Seek support and advice of senior managers for handling challenging situations.</li> <li>▪ Report to Operations Manager any concerns or issues which arise during the course of employment, especially relating to any inappropriate/unacceptable behaviours or conduct of colleagues or external contacts.</li> </ul>



	<p><b>Communicating and Influencing:</b></p>	<ul style="list-style-type: none"> <li>▪ Ensure effective written, verbal and IT communication with both internal and external contacts across the Diocese. Use appropriate method of communication for each person, e.g., email, telephone call or fact to face, taking into consideration their individual needs and circumstances.</li> <li>▪ Communicate with others in a clear, honest and positive way to build trust.</li> <li>▪ Engage with colleagues and actively participate in team communications and team meetings.</li> <li>▪ Able to listen and value different ideas, views and ways of working; assimilate and express concepts accurately and succinctly both verbally and on paper.</li> <li>▪ Respond constructively and objectively to comments, questions and feedback on performance and take action to improve where necessary.</li> </ul>
	<p><b>Working Together:</b></p>	<ul style="list-style-type: none"> <li>▪ Build effective relationships with key people across the Archdeaconry including clergy, Lay Officers, and parish volunteers.</li> <li>▪ Be responsible and accountable for own work and show awareness of the wider impact of own actions on the Archdeaconry team and at a parish level.</li> <li>▪ Identify opportunities to share knowledge, information and learning across the Archdeaconries.</li> <li>▪ Remain approachable to all colleagues, work collaboratively and show interest in others.</li> <li>▪ Exhibit diplomacy, tact, patience, flexibility and a sense of humour.</li> <li>▪ Demonstrate compassion, empathy and understanding with all come into contact with.</li> <li>▪ Offer support and help to colleagues when in need, including consideration of own and their wellbeing.</li> </ul>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Delivering Results</b></p>	<p><b>Developing Self and Others:</b></p>	<ul style="list-style-type: none"> <li>▪ Able to identify gaps in own skills and knowledge and ask for training and support.</li> <li>▪ Seek learning and training opportunities and agree a personal development training plan.</li> <li>▪ Able to recognise signs of stress in oneself and in others and seek manager's support.</li> </ul>
	<p><b>Managing a Quality Service:</b></p>	<ul style="list-style-type: none"> <li>▪ Maintain a 'can do' and organised approach to own work, being reliable and conscientious.</li> <li>▪ Understand the varying needs of the Archdeaconry team and key people across the wider diocese to provide appropriate administrative support.</li> <li>▪ Follow relevant policies, procedures and legislation to complete own work.</li> </ul>





		<ul style="list-style-type: none"> <li>▪ Maintain a consistent approach to clergy and non-clergy administrative support.</li> <li>▪ Understand the varying needs of key people across the Archdeaconries and be sensitive to their requirements.</li> </ul>
	<b>Delivering at Pace</b>	<ul style="list-style-type: none"> <li>▪ Use own knowledge and expertise to organise work and stay focused on delivery and quality of work.</li> <li>▪ Have good time management skills and agree priorities with manager to ensure timely delivery of administrative support.</li> <li>▪ Able to work and remain calm under pressure to meet deadlines.</li> <li>▪ Keep team updated on how work is progressing and seek Line Manager's support with conflicting priorities and deadlines.</li> </ul>