

DIOCESE OF EXETER

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

ROLE DESCRIPTION

DETAILS	
Role Title	Finance and Mission Resources Administrator Maternity Cover
Department	Finance
Reports to	Finance Manager and Mission Resources Advisor
Salary/Rate	£25,633 per annum (1.00 FTE)
Contract Type	Full time
Hours	36.25 hours per week in total spread out between the roles as follows: <ul style="list-style-type: none"> • Finance: 7.25 hours a day, Monday, Wednesday and Friday. • Mission Resources: 7.25 hours a day, Tuesday and Thursday.
Normal Place of Work	The Old Deanery, The Cloisters, Exeter, EX1 1HS / home working
Responsible for	N/A
Date of Issue	October 2024

NATURE OF WORK

Role Purpose:

The purpose of the role is to provide support within the Finance and Mission Resources teams.

The Finance Team is responsible for the processing all income and expenditure for the organisation in a timely and accurate manner. The team works closely with the Property department who oversees the maintenance, management and improvement of circa 330 clergy houses across the diocese and works with external agents to oversee the use and management of 2,000 acres of glebe land.



The role will work closely with the Property Team to ensure that all reactive repair, utility and council tax invoices for clergy houses are processed and paid in a timely manner. This will include logging and addressing any issues raised.

Responsibilities will also include processing and inputting statutory fees (fees for weddings and funerals) and helping the Finance Officer to address any queries raised, supporting the accounts payable function, opening and distributing the Finance Departments post and holiday and sickness cover when required.

In Mission Resources the role will support the Mission Resources Adviser and Mission Resources Project Officer in encouraging Christians in the Diocese in resourcing mission and ministry.

- Support the work of Mission Resources.
- Provide high quality and reliable administrative assistance.
- Maintain and update records, and ensure organised filing systems.
- Prepare letters, produce spreadsheets and update databases and website.
- Organise meetings and appointments, and support use of shared calendars.
- Data collection.
- Verbal and written communication within and beyond the department, maintaining excellent relationships across the diocese.
- Provide parishes with the right resources for PGS registration
- Research and communicate the various grant opportunities available to parishes and to signpost these.

Key Aspects of Role:

The Finance and Mission Resources role requires a high degree of proficiency across the domains of:

- Mission Resources Administration
- Written and oral communications
- Information and data management
- Multi agency working and relationship building
- Hospitality and events assistance
- Resource management
- Research and communication

Some events might require the Administration Officer to work outside of office hours.

The role requires a degree of flexibility and adaptability as the areas of work may well change over time and the ability to be flexible and develop and operate different systems will be critical.



The Administration Officer will be required to apply for a disclosure certificate from the Disclosure and Barring Service in connection with this role.

Key Relationships:

The role reports to the Finance Manager and Mission Resources Adviser and will work closely with:

- Director Property Services
- Finance Team
- Property Services Surveyors
- Property Services Administrators
- The Diocesan Secretary
- Clergy and Clergy Families
- Mission and Ministry team
- Mission Communities and Parishes across the diocese

Role Area

Main Duties and Responsibilities

General Administration

- Able to anticipate needs of the Finance Manager and Mission Resources Advisor and members of the teams and act accordingly.
- Undertake duties, specific projects/ad hoc tasks that may be reasonable to expect.
- Provide cover for other members of the team as required.
- Respond to incoming calls and deal with enquiries wherever possible, otherwise forwarding to relevant person. Make outgoing calls and follow up enquiries as appropriate / requested by team members.
- Deal with incoming and outgoing post and email.
- Manage printing/ photocopying/ scanning requests as necessary.
- Maintain diaries and arrange appointments.
- Monitor clergy moves processes, and liaise with utility companies and local authorities regarding council tax.
- Liaise with other departments, other key external personnel and volunteers.
- Prepare letters, and manage printing/ photocopying requests as necessary.
- Maintain diaries and arranging appointments.
- Order resources.
- Take minutes when required.



	<ul style="list-style-type: none"> ▪ Receive and accurately record bookings for training events. ▪ Making travel arrangements for visiting speakers and members of the department. ▪ Book rooms and venues for training events. ▪ Order catering for training events. ▪ Assist with hosting training events. ▪ Prepare and post Common Fund thank you letter, using mail merge, card and leaflet, with design support from the Communications team.
Financial Administration	<ul style="list-style-type: none"> ▪ Liaise with agents, professional firms, local authorities and utility companies. ▪ Process invoices for payment using SUN Systems ▪ Update and action the property queries log in a timely manner ▪ Process statutory fees income and help the Finance Officer address any queries that arise
Communications	<ul style="list-style-type: none"> ▪ Communicate a vision of each individual Christian being part of the bigger Diocesan family, and how this translates into our giving. ▪ Actively contribute to a culture of positive communication. ▪ Engage with colleagues and actively participate in team communications and team meetings. ▪ Ensure effective written, verbal and IT communication within the diocese, with all EDBF employees, volunteers, visitors and external contacts and suppliers. ▪ Able to alert team to emerging issues and to work collaboratively to resolve them.
Resource Management	<ul style="list-style-type: none"> ▪ Regularly research the various grants and other schemes that are available and build a knowledge of how each of these would be of benefit to local churches. ▪ Provide parishes with the right resources for PGS registration.
Parish Giving Scheme Administration	<ul style="list-style-type: none"> ▪ Administer registrations. ▪ Update the website. ▪ Provide promotional materials to PCCs and clergy. ▪ Answer general enquiries. ▪ Prepare for and attend good practice day. ▪ Use the monthly statistics information to identify parishes that are not making the most of the scheme and need additional support.



Relationship Building	<ul style="list-style-type: none"> ▪ Able to develop understanding and effective relationships with clergy, parochial officers, Old Deanery Staff, external agents, suppliers and contractors. ▪ Positively engage with colleagues and act as advocate for the organisation. ▪ Demonstrate a willingness to support and help others. ▪ An open and friendly persona with people come into contact with, developing positive relationships. ▪ Relate closely with the Mission Resources Team, Finance Team and Mission and Ministry team (and other Diocesan staff).
Information Management	<ul style="list-style-type: none"> ▪ Keep accurate records and file as appropriate. ▪ Ensure information management systems and policies are adhered to, including GDPR and Data Protection. ▪ Ensure all information received via e-mail, telephone etc. is recorded and communicated accurately and in a timely manner to appropriate personnel. ▪ Accurate data inputting onto database and spreadsheets, within required timescales. ▪ Ensure administration and organisational systems are effective so as to support the team and maximise effectiveness. ▪ Undertake data collation, analysis and processing.
Safeguarding	<ul style="list-style-type: none"> ▪ Operate in accordance with all Diocesan Safeguarding Policy and practices. ▪ Ensure Safeguarding training and awareness completed to required level C0/C1 ▪ Work with People team to keep up to date with safeguarding issues as they affect own area of work. ▪ Safer Recruitment training and adherence to the Safer Recruitment policy and process.
Equality and Diversity	<ul style="list-style-type: none"> ▪ Role model inclusive behaviours in day to day working practices. ▪ Work in accordance with diocesan policies of equal opportunity.



PERSON SPECIFICATION

The following areas outline what qualifications, training, experience and technical abilities the applicant will need to demonstrate.

	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> ▪ Equivalent training/qualifications relevant to the overall purpose of the post. ▪ Significant relevant professional experience ▪ Evidence of up to date professional development 	<ul style="list-style-type: none"> ▪ Degree, diploma or other post-school qualification
Experience	<ul style="list-style-type: none"> ▪ Experience of providing administrative support within a diverse working environment. ▪ Experience of working as a key member of a team demonstrating good interpersonal skills and a collaborative style of working. ▪ Experience of providing effective administrative coordination and support ▪ Proven organisational skills with attention to detail and accuracy, using initiative to plan and prioritise workload and respond flexibly to circumstances. 	<ul style="list-style-type: none"> ▪ Experience of using accounting package (training can be given)
Technical	<ul style="list-style-type: none"> ▪ Excellent oral communications and a professional telephone manner. ▪ Able to communicate effectively with a broad range of people, providing accurate and timely responses/advice. ▪ Good written communication skills; able to articulate concepts accurately and succinctly. ▪ Able to deal with complex, sensitive/confidential issues with sensitivity and confidence. ▪ Good analytical skills ▪ Proven administrative and organisational skills. ▪ Information management. ▪ Numerate with demonstrable financial understanding and related skills. 	<ul style="list-style-type: none"> ▪ Experience of the subtleties of working with volunteers within a Church context. ▪ An understanding of the parish system and the wider organisation of the diocese ▪ Knowledge and use of Microsoft Access Databases ▪ Familiar with the use of Canva



	<ul style="list-style-type: none"> ▪ Excellent IT skills, in particular Microsoft Office software. ▪ Proficient in use of databases, maintaining accurate information and generation of reports 	
General Requirements	<ul style="list-style-type: none"> ▪ Welcome visitors and receive incoming enquiries and telephone calls, dealing promptly and courteously with enquires. ▪ Ensure all health and safety instructions are followed and that care is taken to ensure safety for self and colleagues, reporting concerns immediately. ▪ Sensitive to the different cultures, traditions and activities within the Church, and maintain a consistent approach to clergy and non-clergy matters. ▪ Understanding of the Church of England, its parochial system and the wider organisation of the diocese. ▪ Commitment to anti-discriminatory practices within the Church of England's legal context. 	<ul style="list-style-type: none"> ▪ Some understanding of how the belief systems which shape the life of the Church may affect safeguarding work in the Church of England
Personal Requirements	<ul style="list-style-type: none"> ▪ Fully supportive of the aims and ethos of the Diocese of Exeter and the mission and ministry of the Church of England. ▪ Willing to work evenings and weekends occasionally. 	<ul style="list-style-type: none"> ▪ Practising communicant member of the Church of England or of a church belonging to a member body of Churches Together in Britain and Ireland or Churches Together in England.



ROLE COMPETENCIES

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

Setting Direction	Seeing the Big Picture:	<ul style="list-style-type: none"> ▪ Understand how own work supports the work of the Property Services, Mission Resources, Mission & Ministry and Finance team and Mission Communities across the diocese. ▪ Understand how Mission Communities operate in and are affected by differing socio-economic contexts: urban, rural and coastal; areas of deprivation, ageing populations etc. ▪ Understand the roles and responsibilities of all other team members and key personnel in the EDBF and of parochial officers, clergy, laity and other key external personnel. ▪ Keep up to date with issues that affect own work and share with colleagues. ▪ Show professional curiosity and interest in expanding knowledge in areas related to own work.
	Changing and Improving:	<ul style="list-style-type: none"> ▪ Able to respond positively and quickly to new situations and ideas and adopt a proactive and entrepreneurial approach to implementing change, encouraging others to do the same. ▪ Able to provide creative solutions to problems and overcome barriers to delivery. ▪ Give and receive feedback and learn from experience to improve personal contribution to Finance, Property and MR teams. ▪ Take the initiative to suggest new ways of working to improve and develop the administrative functions within the Finance, Property and MR teams. ▪ Able to change ways of working to aid cooperation with the Finance, Property and MR teams.
	Making Effective Decisions:	<ul style="list-style-type: none"> ▪ Gather, verify and assess all relevant and available information to gain accurate understanding of situations; seek advice and further information when unsure how to proceed. ▪ Clarify own understanding and needs and expectations of team and others before making decisions. ▪ Seek and take advice from manager with decisions that involve an element of risk. ▪ Able to explain how decisions have been reached in a clear and concise way both verbally and in writing. ▪ Able to spot and deal with issues as they occur. ▪ Able to recognise the limits of own authority within the role.



Engaging People	Leadership:	<ul style="list-style-type: none"> ▪ Show enthusiasm for own work and be accountable for meeting own goals. ▪ Learn to anticipate the needs of manager, members of the Property Services team and the Mission Resources team. ▪ Act in a manner consistent with the values of the organisation and proactively role model and promote an inclusive workplace. ▪ Seek support and advice of manager for handling challenging situations. ▪ Report to 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.
	Communicating and Influencing:	<ul style="list-style-type: none"> ▪ Use appropriate method of communication for each person, e.g email, telephone call or face to face, taking into consideration their individual needs and circumstances. ▪ Engage with colleagues and actively participate in team communications and team meetings. ▪ Communicate with others in a clear, honest and positive way to build trust. ▪ Able to listen and value different ideas, views and ways of working. ▪ Respond constructively and objectively to comments, questions and feedback on performance and take action to improve where necessary ▪ Monitor the effectiveness of own communications and take action to improve where necessary.
	Working Together:	<ul style="list-style-type: none"> ▪ Be responsible and accountable for own work and show awareness of the wider impact of own actions on the Finance, Property Services and Mission Resources team. ▪ Identify opportunities to share knowledge, information and learning with the Finance, Property Services and Mission Resources team. ▪ Remain approachable to all colleagues and work collaboratively and show interest in others. ▪ Exhibit diplomacy, tact, patience, flexibility and a sense of humour. ▪ Take responsibility for own health and wellbeing and offer support and help to colleagues when in need.



Delivering Results	Developing Self and Others:	<ul style="list-style-type: none"> ▪ Able to identify gaps in own and team's skills and knowledge and ask for training and support. ▪ Seek learning and training opportunities and agree a personal development training plan. ▪ Able to recognise signs of stress in oneself and in others and seek manager's support.
	Managing a Quality Service:	<ul style="list-style-type: none"> ▪ Maintain a 'can do' and organised approach to own work, prioritise workload to ensure delivery of administration services and support. ▪ Understand the varying needs of Finance, Property Services, Mission Resources and the wider EDBF to provide appropriate administrative support. ▪ Follow relevant policies, procedures and legislation to complete own work; identify areas and make suggestions for policy and process improvements to managers. ▪ Be reliable and conscientious and maintain a consistent approach to clergy and non-clergy administrative support.
	Delivering at Pace	<ul style="list-style-type: none"> ▪ Use own knowledge and expertise to organise work, think ahead and stay focused on delivery and quality of work. ▪ Have good time management skills and agree priorities with manager to ensure timely delivery of administrative support. ▪ Able to work and remain calm under pressure to meet deadlines. ▪ Keep managers and team updated on how work is progressing and seek manager's support with conflicting priorities and deadlines