



DIOCESE OF EXETER

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

ROLE DESCRIPTION

DETAILS	
Role Title	Central Administrative Assistant (Pooled Resource)
Department	Central Services / Pooled SMT Support
Responsible to	Operations Manager & EA to the Diocesan Secretary
Contract Type	Full time, Fixed term: 24 months
Hours	36.25 hours per week (1.0 FTE)
Normal Place of Work	The Old Deanery, The Cloisters, Exeter, EX1 1HS, with travel expected throughout Devon, including Plymouth and Torbay and potential for hybrid working arrangements by agreement.
Responsible for	n/a
Date of Issue	April 2026
NATURE OF WORK	
<p>Role Purpose: To provide flexible, high-quality administrative support across the Senior Management Team (SMT) and central departments, helping the organisation maintain effective 'business as usual' operations while supporting delivery peaks during the initial Pray, Grow, Serve 2035 period. This is a hands-on administrative role designed to reduce day-to-day 'admin friction', provide resilience during peak workload, and strengthen consistency of service.</p>	
<p>Key Aspects of Role:</p> <ul style="list-style-type: none"> • This is a pooled role: work will be allocated via a central triage process, rather than by direct instruction from multiple managers. • Requests should be routed through the triage owner (or agreed process) to prevent competing priorities. • The postholder will move between different tasks and teams while maintaining accuracy, confidentiality, and a helpful approach. • The role may provide administrative support to projects but does not carry responsibility for project coordination. • Occasional evening/weekend work may be required for major events, with time off in lieu. 	



The Central Administrative Assistant (Pooled Resource) roles will require to apply for at least a Basic Level of Check from the Disclosure and Barring Service in connection with this role.

Safeguarding, Confidentiality and Conduct Requirements

The Diocese of Exeter is committed to safeguarding and equality, diversity and inclusion. The post-holder will be expected to work in line with diocesan policies and to show sympathy with the aims and ethos of the Diocese. This role does not carry safeguarding casework responsibility but may handle sensitive information and must do so in line with diocesan confidentiality, safeguarding and data protection policies.

Role Area	Main Duties and Responsibilities
Meeting, diary and committee support	<ul style="list-style-type: none"> • Room bookings, scheduling, meeting set-up, maintaining action logs and follow-up reminders (as allocated). • Minuting/clerking for operational meetings/boards/committees as allocated through the triage process; circulate actions promptly.
Travel, training and Event logistics	<ul style="list-style-type: none"> • Book travel/accommodation • Supporting training and event administration (bookings, attendance lists, materials, and post-session record keeping). • Preparing and clearing meeting rooms and refreshments (where linked to events)
Operational PA-Type & Communications Support	<ul style="list-style-type: none"> • Support routine communications on behalf of SMT members using agreed templates (e.g., invitations, joining instructions, confirmations). • Liaison with clergy and third parties (where linked to PA-type tasks)
Front-of-house and Hospitality	<ul style="list-style-type: none"> • Greeting visitors and signposting to people/departments while based at Old Deanery reception • Preparing/clear meeting rooms and refreshments. • Supporting visitor experience and general reception presence • <i>(Teams remain responsible for staffing their own events hosted in the Old Deanery)</i>
Information and records management	<ul style="list-style-type: none"> • Filing, scanning, archiving; maintaining records in line with retention guidance; support SharePoint/CMS updates and data entry. • Monitoring and triaging team/shared inboxes; draft routine responses using templates; route enquiries appropriately
General Administration & Surge Capacity	<ul style="list-style-type: none"> • Printing, mailouts, updating spreadsheets and databases. • Processing invoices in line with finance procedures, liaison with clergy and third parties, and reporting as requested. • Provide temporary support during sickness/vacancies



- Supporting peak delivery during periods for major events, reporting cycles and other critical administrative work.

PERSON SPECIFICATION

The following areas outline the qualifications, training, experience, and technical abilities beneficial for this role.

	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Good standard of general education (e.g., GCSEs or equivalent). • Evidence of ongoing professional development relevant to administration. 	<ul style="list-style-type: none"> • Some understanding of church/charity contexts and working with volunteers.
Experience	<ul style="list-style-type: none"> • Able to prioritise competing requests, work calmly under pressure, and communicate progress clearly. • Professional, friendly approach to colleagues, clergy, volunteers and visitors; good telephone and email manner. • Integrity and discretion when handling confidential information. 	<ul style="list-style-type: none"> • Experience of committee. Administration/minuting • Experience of reception/hospitality and event support.
Technical	<ul style="list-style-type: none"> • Strong administrative and organisational skills, with excellent attention to detail. • Confident user of Microsoft 365 (Outlook, Word, Excel, Teams) and willingness to learn internal systems (e.g., CMS/SharePoint). 	<ul style="list-style-type: none"> • Experience with databases or records management (e.g., CMS, SharePoint, Excel lists).
General Requirements	<ul style="list-style-type: none"> • A flexible, 'can-do' attitude and willingness to undertake practical tasks alongside project support. 	<ul style="list-style-type: none"> • Understanding of safeguarding principles within a church or charity setting.
Personal Requirements	<ul style="list-style-type: none"> • Reliable, proactive and able to work independently as well as part of a team. • Strong interpersonal skills and the ability to build positive working relationships. 	<ul style="list-style-type: none"> • An interest in the mission and values of the organisation.



ROLE COMPETENCIES

The following competencies outline the typical strengths, abilities, and behaviours expected to fulfill the role.

Setting Direction	Seeing the Big Picture:	<ul style="list-style-type: none"> • Understands how administrative tasks support the wider mission of the Diocese and the Pray, Grow, Serve 2035 programme. • Recognises the importance of consistent processes and shared standards across central services. • Appreciates the pooled-resource model and works in a way that supports organisational priorities rather than individual preferences.
	Changing and Improving:	<ul style="list-style-type: none"> • Adapts quickly to new systems, processes and ways of working. • Identifies small improvements that enhance efficiency or reduce administrative friction. • Learns from feedback and applies learning to future tasks.
	Making Effective Decisions:	<ul style="list-style-type: none"> • Uses sound judgement to escalate issues appropriately and in a timely manner. • Applies agreed procedures consistently, especially when handling sensitive information. • Makes practical, proportionate decisions within the scope of the role, particularly when triaging routine enquiries.
Engaging People	Leadership:	<ul style="list-style-type: none"> • Demonstrates reliability, ownership and professionalism in all allocated tasks. • Acts as a positive representative of the central services team when interacting with clergy, visitors and colleagues. • Supports a culture of service excellence and encourages consistent standards across the pooled team.
	Communicating and Influencing:	<ul style="list-style-type: none"> • Communicates clearly, politely and professionally with a wide range of stakeholders. • Tailors communication style to suit the audience, whether senior managers, clergy or external partners. • Ensures messages, instructions and meeting actions are conveyed accurately and promptly.
	Working Together:	<ul style="list-style-type: none"> • Builds effective working relationships across multiple teams and departments. • Works collaboratively within the pooled resource model, supporting colleagues during peak periods or absences. • Shares information appropriately and contributes to a supportive, solutions-focused team environment.



Delivering Results	Developing Self and Others:	<ul style="list-style-type: none"> • Takes responsibility for personal learning and development, especially around systems and administrative best practice. • Seeks opportunities to build skills and share knowledge with colleagues. • Welcomes feedback and uses it to improve performance.
	Managing a Quality Service:	<ul style="list-style-type: none"> • Delivers high-quality, accurate administrative support that meets agreed standards. • Follows established processes to ensure consistency and reliability. • Maintains a helpful, customer-focused approach in all interactions.
	Delivering at Pace	<ul style="list-style-type: none"> • Works efficiently to meet deadlines, even during periods of high workload. • Maintains accuracy and attention to detail while managing multiple tasks. • Responds promptly to triaged requests and adapts quickly to changing priorities.