

DIOCESE OF EXETER

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

ROLE DESCRIPTION

DETAILS	
Role Title	Missional Formation Administrator
Department	Mission and Ministry Team
Reports to	Head of Formation
Contract Type	Part-time, 3 Year Fixed Term
Hours	29 hours per week (36.25 hours, 1.00 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	July 2026
NATURE OF WORK	
Role Purpose: To provide administrative support for missional formation overseen by the Head of Formation, the Lay Missional Formation Officer, and the Diocesan Mission Enabler.	
Key Aspects of Role: - Administration for the lay commissioned roles (Approx 0.2 FTE) Includes: - Co-ordinating and tracking the safer recruitment of participants - Receiving bookings for courses and processing payment where necessary - Creating and issuing certificates of completion - Co-ordinating commissioning services - Tracking the review of commissioned roles every 3 years - Administrative support for Foundations, GROW and Exeter Leadership Development Programme courses (approx. 0.3 FTE) Includes	



- Advertising the courses and processing applications
- Booking venues
- Hosting courses where necessary
- Emailing tutors and participants
- Creating certificates of completion
- Producing course materials
- Recording feedback and compiling statistics for reporting to funders
- Liaising with Learning Hub Lead

3. Administration for communities of learning (Approx 0.2 FTE)

Includes

- Keeping track of who is attending which communities
- Connecting participants with facilitators where necessary
- Recording statistics of participation
- Liaising with key people in the diocese to stay abreast of developing needs for new communities of learning

4. Administration of Cultivate training events (Approx 0.2 FTE)

- Booking venues
- Hosting events
- Liaising with speakers
- Compiling training needs for future planning

5. Provide administrative support for the Head of Formation (Approx 0.1 FTE)

Includes

- Arranging meetings
- Taking minutes
- Emailing
- Hosting events

Work flexibly, with possible occasional evening and weekend commitments, and some travel across Devon to help host training events.

The Mission Formation Administrator role will require to apply for a Basic Check from the Disclosure and Barring Service in connection with this role.

Key Relationships:

The role reports to the Head of Formation and works closely with:

- Lay Missional Formation Officer
- Diocesan Mission Enabler
- PA to the Director of Mission and Ministry who oversees administration across the department
- Director of Mission and Ministry



Role Area	Main Duties and Responsibilities
Relationship Building	- Build effective relationships with clergy, parochial officers, the Bishop's Staff and Old Deanery employees - Engage positively with colleagues and advocate for the organisation - Show willingness to support and assist others - Maintain an open and friendly demeanour, fostering positive interactions - Demonstrate compassion and understanding, putting visitors at ease
Mission and Ministry Administration	- Anticipate the needs of team members, acting proactively - Undertake assigned duties, specific projects and ad hoc tasks as required <u>Communications:</u> - Engage with other colleagues and communications department to promote activities through social media and other channels - Handle incoming calls from parishes, clergy and other parties - Make outgoing calls to follow up on enquiries or as requested by team members - Liaise with other departments, key external personnel and volunteers <u>Secretarial Duties:</u> - Write and distribute group emails - Handle printing/photocopying requests - Arrange appointments - Proofread and distribute documents <u>Assistance:</u> - Record bookings for training events accurately - Book rooms and venues for training events - Order catering for events <u>Hospitality:</u> - Welcome visitors to the team and events. Assist with hosting training events, including preparing refreshments, managing sign-in sheets, welcoming participants and clearing up
Communications	- Foster a culture of positive communication. - Engage actively in team communications and meetings. - Ensure effective written, verbal and IT communication within the diocese and with EDBF employees, volunteers, visitors and external contacts. Alert the team to emerging issues and collaborate on resolving them.



Information Management	- Communicate information accurately and promptly to the appropriate personnel. - Input data into databases and spreadsheets accurately and within deadlines. - Maintain accurate notes, correspondence and records, filing them appropriately. Ensure adherence to filing systems and information management policies, including Social Media, GDPR and the Data Protection Act 2018.
Safeguarding	Adhere to all diocesan Safeguarding policies and practices. Complete safeguarding training to Foundation Level C1.
Equality and Diversity	Model inclusive behaviour in daily practices. Work in line with diocesan equal opportunity policies.

PERSON SPECIFICATION

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

	Essential	Desirable
Qualifications and Training	- Professional experience and relevant qualifications and/or education to 'A' level. - Good secretarial and typing skills.	
Experience	- Experience providing administrative support in a diverse environment. - Proven ability to work as part of a team with strong interpersonal skills and a collaborative approach. - Demonstrated organisational skills, attention to detail, accuracy and the ability to plan, prioritise and adapt workload flexibly.	Experience in establishing and maintaining systems, including setting up paper-based and electronic filing.
Technical	- Excellent oral communication and a professional telephone manner. - Effective communication with a broad range of people, providing accurate and timely responses/advice. - Strong written communication skills, with the ability to articulate concepts clearly and succinctly. - Ability to handle complex, sensitive and confidential issues with confidence and sensitivity.	- Understanding of the parish system and the wider organisation of the diocese. - Advanced IT skills, including proficiency with Microsoft Office: Word, Excel, Outlook and PowerPoint. Sharepoint - Audio-visual skills – preparing speakers'



	Numerate, with financial knowledge and related skills.	equipment for presentations
General Requirements	- Welcomes visitors and handles enquiries and telephone calls promptly and courteously. - Adheres to health and safety instructions, ensuring personal and colleague safety and reporting concerns immediately. - Sensitive to different cultures, traditions and activities within the Church and consistent with the Five Guiding Principles in the House of Bishops' Declaration. - Commitment to anti-discriminatory practices within the Church of England's legal context.	Understanding of the Church of England, its parochial system and the wider organisation of the diocese.
Personal Requirements	- Committed to and aligned with the aims and ethos of the Diocese of Exeter and the mission and ministry of the Church of England. - Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving) - A full driving licence - Ability to travel and work flexibly across the Diocese and within the Church of England as required	Practising communicant member of the Church of England or a church affiliated with Churches Together in Britain and Ireland or Churches Together in England.

ROLE COMPETENCIES

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

Setting Direction	Seeing the Big Picture: - Understand how your work supports the Mission and Ministry team and the broader EDBF. - Recognise the roles and responsibilities of other team members and key personnel within the EDBF and externally. - Stay informed about issues affecting your work area and share relevant updates with colleagues. - Demonstrate curiosity and a desire to expand your knowledge related to your work.
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	Changing and Improving:	- Embrace new situations and ideas with a proactive attitude, encouraging others to adopt the same approach. - Give and receive feedback, regularly reviewing your work to improve personal contributions to the team and the EDBF. - Propose new ideas to enhance administrative functions within the Mission and Ministry team. - Be flexible and adaptable, aiding collaboration and cooperation within the team and the EDBF. - Recognise and address the impact of changes on your role and the team, helping others understand and adapt to these changes.
	Making Effective Decisions:	- Gather, verify and assess relevant information to accurately understand situations; seek additional advice if needed. - Clarify your understanding and the expectations of the team before making decisions. - Take responsibility for timely and fair decisions within your authority, explaining your decisions clearly both verbally and in writing. - Address issues as they arise, considering all options, costs, risks and wider implications.
Engaging People	Leadership:	- Anticipate the needs of the manager and team members, showing enthusiasm for your work and the team's goals. - Act in line with the organisation's values, modelling and promoting an inclusive workplace. - Handle challenging and sensitive situations confidently, seeking support from your manager when necessary. - Report any concerns or issues, particularly regarding inappropriate behaviour or conduct, to your manager.
	Communicating and Influencing:	- Ensure effective communication with the Mission and Ministry team, other EDBF employees and external contacts, using written, verbal and IT skills. - Actively participate in team communications and meetings. - Communicate clearly, honestly and positively to build trust and handle difficult conversations with sensitivity. - Monitor and improve the effectiveness of your communications. - Listen to and value diverse ideas and perspectives, expressing concepts accurately and succinctly. - Respond constructively to feedback and take action to improve performance.
	Working Together:	Build strong relationships with your team and key personnel across the EDBF and diocese.



		• Understand your responsibilities and be accountable for your work, considering the impact of your actions on the team, the EDBF and external agencies. • Share knowledge and learning opportunities with the Mission and Ministry team and across the EDBF and diocese. • Be approachable, collaborative and interested in others. • Demonstrate diplomacy, tact, patience, flexibility and a sense of humour. • Take responsibility for your own well-being and support colleagues in need.
Delivering Results	Developing Self and Others:	• Identify skill and knowledge gaps within yourself and the team, supporting the development of relevant training and support. • Pursue learning and training opportunities, agreeing on a personal development plan and supporting the development plans of team members. • Delegate work to aid the learning and development of others, providing support and oversight as needed. • Recognise signs of stress in yourself and others, offering support and seeking managerial help if necessary.
	Managing a Quality Service:	• Maintain an organised and positive approach to your work, prioritising tasks, exercising initiative and working independently when required. • Understand the diverse needs of the Mission and Ministry team, the wider EDBF and key personnel to provide effective project and administrative support. • Adhere to relevant policies, procedures and legislation, suggesting improvements to managers when necessary. • Be reliable and consistent in providing administrative support to clergy and non-clergy.
	Delivering at Pace	• Regularly review the success of activities against goals, identifying barriers to progress and timely delivery. • Support and engage the team to achieve shared goals, adjusting priorities and workloads as needed to ensure timely project and administrative support. • Stay focused on delivery, ensuring the right tools and resources are available. Use your expertise to identify critical factors for success and improve work quality. • Remain calm under pressure, managing conflicting priorities and deadlines and keep managers and the team updated on progress.