

# DIOCESE OF EXETER

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

## ROLE DESCRIPTION

| DETAILS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                 |
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| <b>Role Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Creation Care Administrator                                                                                                                                                                     |
| <b>Department</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Mission and Ministry Team                                                                                                                                                                       |
| <b>Reports to</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Net Zero Carbon Officer / Creation Care Engagement Officer                                                                                                                                      |
| <b>Contract Type</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Part-time                                                                                                                                                                                       |
| <b>Hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 14.5 hours per week (0.4FTE)                                                                                                                                                                    |
| <b>Normal Place of Work</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | The Old Deanery, The Cloisters, Exeter, EX1 1HS with potential for hybrid working and with the expectation of occasional travel throughout the county of Devon (including Plymouth and Torbay). |
| <b>Date of Issue</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | October 2026                                                                                                                                                                                    |
| NATURE OF WORK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                 |
| <p><b>Role Purpose:</b><br/>To support the Net Zero Carbon Officer (NZCO) and Creation Care Engagement Officer (CCEO) to inspire and equip the Diocese of Exeter to embrace the Fifth Mark of Mission - caring for creation - and work towards achieving net zero by 2030, in line with the national Routemap to Net Zero.</p>                                                                                                                                                                                                                                                       |                                                                                                                                                                                                 |
| <p><b>Key Aspects of Role:</b><br/>The Creation Care Administrator role requires high proficiency in:</p> <ul style="list-style-type: none"> <li>• Administration</li> <li>• Written and oral communications</li> <li>• Team organisation</li> <li>• Events assistance</li> <li>• Information and data management</li> <li>• Multi-agency working and relationship building</li> </ul> <p>Most events occur during standard working hours, but some flexibility may be needed. A basic disclosure certificate from the Disclosure and Barring Service is required for this role.</p> |                                                                                                                                                                                                 |

**Key Relationships:**

- **Mission and Ministry Team:** Collaborate closely with the NZCO, CCEO and the Mission and Ministry administration team.
- **Environment Working Group:** Facilitate the administration needed to ensure the smooth and effective running of creation care governance in the Diocese.
- **Diocese of Truro Creation Care Team:** Assist with scheduling meetings and distributing agendas and minutes for our ExTrA Partnership (**Ex**eter and **Tr**uro **A**greement)
- **Communications Team:** Coordinate with this team to effectively disseminate information and updates.
- **Clergy, Church Staff and Volunteers:** Be a point of contact for creation care and net zero responding to and referring enquiries in a timely manner.
- **External partner organisations:** Keep abreast of updates from organisations like Arocha UK and Caring for God's Acre to disseminate information across internal and external stakeholders.

| Role Area                           | Main Duties and Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Relationship Building</b>        | <ul style="list-style-type: none"><li>• Develop and maintain effective relationships with clergy, parochial officers, the Bishop's Staff and Old Deanery employees.</li><li>• Engage positively with colleagues and act as an advocate for the organisation.</li><li>• Show willingness to support and assist others.</li><li>• Maintain an open and friendly manner, fostering positive interactions.</li><li>• Demonstrate compassion and understanding, ensuring visitors feel at ease.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Creation Care Administration</b> | <p><b>Project delivery and support</b></p> <ul style="list-style-type: none"><li>• Support the planning and organisation of project activities, including scheduling meetings, booking rooms, preparing agendas, taking minutes and tracking actions.</li><li>• Manage the team inbox, acting as a point of contact for internal and external stakeholders on net zero, creation care, and associated resources and funding.</li><li>• Assist in preparing reports, dashboards and presentations.</li><li>• Facilitate effective distribution of documentation, project updates and reports to internal and external stakeholders.</li><li>• Support churches to access and use the Energy Footprint Tool, actively working with churches to increase the Diocese's annual response rate.</li><li>• Maintain and organise project documents related to net zero grants, including the Quick Wins Grant Fund.</li><li>• Assist with administration for the Leader for Creation Care commissioned role.</li></ul> |



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|                               | <ul style="list-style-type: none"><li>• Assist with simple budget management for small-scale projects.</li><li>• Collaborate with other administrator colleagues to provide administrative support across the team as needed.</li></ul> <p><b>Communications</b></p> <ul style="list-style-type: none"><li>• Collaborate with the NZCO, CCEO, Communications team and Demonstrator churches to implement the communications plan, foster peer learning and boost participation in net zero schemes and projects.</li><li>• Support the CCEO and liaise with the Communications team to raise awareness of available schemes for schools and share resources on our communication channels.</li><li>• Create and share content on our social media channels to promote creation care and net carbon zero issues, with guidance from NZCO and CCEO (training can be provided).</li><li>• Maintain and update relevant website pages.</li><li>• Coordinate content for and manage the distribution list for the quarterly creation care 'Seasons' newsletter.</li></ul> <p><b>Events</b></p> <ul style="list-style-type: none"><li>• Assist with event proposals and scheduling in collaboration with the CCEO, NZCO and other parts of the diocese to ensure that creation care events and engagement sit comfortably in the wider Mission and Ministry diary.</li><li>• Complete pre and post event administration such as online ticketing, procurement, catering, risk assessments and processing expenses for external contributors.</li><li>• Attend events to assist with hosting, logistics and the smooth running of the event. This will involve occasional weekend and evening work.</li></ul> |
| <b>Communications</b>         | <ul style="list-style-type: none"><li>• Foster a culture of positive communication.</li><li>• Engage in team communications and meetings actively.</li><li>• Ensure effective written, verbal and IT communication within the diocese, including with EDBF employees, volunteers, visitors and external contacts and suppliers.</li><li>• Alert the team to emerging issues and collaborate on resolutions.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Information Management</b> | <ul style="list-style-type: none"><li>• Communicate all information received via email, telephone, etc., accurately and promptly.</li><li>• Input data accurately into databases and spreadsheets within required timescales.</li><li>• Maintain accurate notes, correspondence and records and manage filing systems.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



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|                               | <ul style="list-style-type: none"><li>Adhere to information management policies, including social media, GDPR and the Data Protection Act 2018.</li></ul>  |
| <b>Safeguarding</b>           | <ul style="list-style-type: none"><li>Adhere to all diocesan safeguarding policies and practices, maintaining Basic Awareness Level C1 training.</li></ul> |
| <b>Equality and Diversity</b> | <ul style="list-style-type: none"><li>Model inclusive behaviours in daily practices.</li><li>Follow diocesan policies on equal opportunity.</li></ul>      |

## PERSON SPECIFICATION

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

|                                    | <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Desirable</b>                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Qualifications and Training</b> | <ul style="list-style-type: none"><li>Relevant professional experience and/or qualifications and/or educated to 'A' level.</li></ul>                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Experience</b>                  | <ul style="list-style-type: none"><li>Experience providing administrative support in a diverse working environment.</li><li>Proven ability to work effectively as a key team member, demonstrating strong people skills and a collaborative approach.</li><li>Experience in using Microsoft Office or equivalent.</li><li>Experience in using social media and promotional tools.</li><li>Competent in managing incoming enquiries on multiple platforms.</li></ul> | <ul style="list-style-type: none"><li>Experience in using design tools such as Canva.</li><li>Experience in establishing and maintaining systems, including paper-based and electronic filing.</li><li>Experience within a church or school community with an understanding of their specific challenges.</li><li>Experience in independently conducting research and sourcing resources to contribute to a project.</li></ul> |
| <b>Technical</b>                   | <ul style="list-style-type: none"><li>Excellent organisational skills with diligence and accuracy, using initiative to plan, prioritise workload and adapt to changing circumstances.</li><li>Excellent oral communication skills and a professional telephone manner.</li></ul>                                                                                                                                                                                    | <ul style="list-style-type: none"><li>Understanding of the parish system and the wider diocesan organisation.</li></ul>                                                                                                                                                                                                                                                                                                        |



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|                              | <ul style="list-style-type: none"><li>• Ability to communicate effectively with a broad range of people, providing accurate and timely responses and advice.</li><li>• Strong written communication skills, able to articulate concepts clearly and succinctly.</li><li>• Proficient in using a contacts database and maintaining records.</li><li>• Numerate with excellent attention to detail.</li></ul>                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                    |
| <b>General Requirements</b>  | <ul style="list-style-type: none"><li>• Welcomes visitors and manages incoming enquiries, emails and telephone calls promptly and courteously.</li><li>• Adheres to health and safety instructions, ensuring safety for self and colleagues and reports concerns immediately.</li><li>• Sensitive to diverse cultures, traditions and activities within the Church, and maintains a consistent approach to clergy and non-clergy matters.</li><li>• Commitment to anti-discriminatory practices in line with Church of England policies.</li></ul> | <ul style="list-style-type: none"><li>• Some understanding of how belief systems influencing the Church may affect safeguarding work.</li></ul>                                                                                                                                                                                    |
| <b>Personal Requirements</b> | <ul style="list-style-type: none"><li>• Passionate about environmental issues and climate change.</li><li>• Self-motivated and able to work independently.</li><li>• Committed to and aligned with the aims and ethos of the Diocese of Exeter and the Church of England's mission.</li></ul>                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>• Practising communicant member of the Church of England or a church within Churches Together in Britain and Ireland or Churches Together in England.</li><li>• Willingness to travel across the diocese on an occasional basis. Public transport and lift sharing are encouraged.</li></ul> |



## ROLE COMPETENCIES

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

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| Setting Direction | <b>Seeing the Big Picture:</b>        | <ul style="list-style-type: none"><li>• Understand how your work supports the Mission and Ministry team and the EDBF.</li><li>• Be aware of the roles and responsibilities of other team members.</li><li>• Stay informed about issues that impact your work area.</li><li>• Demonstrate professional curiosity and seek to expand your knowledge in relevant areas.</li></ul>                                                                                                              |
|                   | <b>Changing and Improving:</b>        | <ul style="list-style-type: none"><li>• Respond positively to new situations and implement changes as directed.</li><li>• Give and receive feedback constructively to enhance your contribution to the Mission and Ministry team.</li><li>• Propose new ideas to improve administrative functions within the team.</li><li>• Adapt your working methods to support collaboration within the team.</li></ul>                                                                                 |
|                   | <b>Making Effective Decisions:</b>    | <ul style="list-style-type: none"><li>• Gather, verify and assess all relevant information to understand situations accurately.</li><li>• Clarify your understanding of team needs and expectations before making decisions.</li><li>• Seek advice from your manager for decisions involving risk.</li><li>• Explain your decisions clearly and concisely.</li><li>• Identify and address issues as they arise.</li><li>• Recognise the limits of your authority within the role.</li></ul> |
| Engaging People   | <b>Leadership:</b>                    | <ul style="list-style-type: none"><li>• Show enthusiasm for your work and take responsibility for achieving your goals.</li><li>• Anticipate the needs of your manager and team members.</li><li>• Act in line with organisational values and promote an inclusive workplace.</li><li>• Seek guidance from your manager for handling challenging situations.</li><li>• Report any concerns or issues, especially regarding inappropriate behaviour or conduct.</li></ul>                    |
|                   | <b>Communicating and Influencing:</b> | <ul style="list-style-type: none"><li>• Use the most suitable method of communication for each individual (e.g. email, phone, or face-to-face), considering their needs and circumstances.</li><li>• Communicate clearly, honestly and positively to build trust.</li><li>• Listen to and value different ideas, perspectives and ways of working.</li><li>• Respond constructively to feedback and make necessary improvements.</li></ul>                                                  |
|                   | <b>Working Together:</b>              | <ul style="list-style-type: none"><li>• Take responsibility for your work and understand its impact on the Mission and Ministry team.</li></ul>                                                                                                                                                                                                                                                                                                                                             |



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|                    |                                    | <ul style="list-style-type: none"> <li>• Share knowledge, information and learning with the team.</li> <li>• Be approachable, collaborative and interested in others.</li> <li>• Display diplomacy, tact, patience, flexibility and a sense of humour.</li> <li>• Support your own well-being and offer help to colleagues when needed.</li> </ul>                                                                                                                                         |
| Delivering Results | <b>Developing Self and Others:</b> | <ul style="list-style-type: none"> <li>• Identify gaps in your skills and knowledge and seek training and support.</li> <li>• Pursue learning opportunities and create a personal development plan.</li> <li>• Recognise signs of stress in yourself and others and seek support from your manager.</li> </ul>                                                                                                                                                                             |
|                    | <b>Managing a Quality Service:</b> | <ul style="list-style-type: none"> <li>• Maintain an initiative-taking and organised approach to your work, prioritising tasks to ensure effective delivery of administrative support.</li> <li>• Understand the diverse needs of the Mission and Ministry team and the EDBF to provide suitable support.</li> <li>• Adhere to relevant policies, procedures and legislation.</li> <li>• Be dependable, conscientious and consistent in your support for clergy and non-clergy.</li> </ul> |
|                    | <b>Delivering at Pace</b>          | <ul style="list-style-type: none"> <li>• Use your knowledge and expertise to organise your work effectively, staying focused on quality and delivery.</li> <li>• Manage your time well and set priorities with your manager to ensure timely support.</li> <li>• Remain calm and effective under pressure to meet deadlines.</li> <li>• Keep managers and the team informed about progress and seek support with conflicting priorities and deadlines.</li> </ul>                          |