

DIOCESE OF EXETER

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

ROLE DESCRIPTION

DETAILS	
Role Title	Education Administrative Officer
Department	Education
Responsible to	Director of Education
Contract Type	Part-time
Hours	21.75 hours per week (0.6 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	October 2026
NATURE OF WORK	
Role Purpose: To provide an efficient and effective administrative and organisational support service to the Exeter Diocesan Board of Education (EDBE) and the Education Department, that promotes effective internal governance and communication internally and externally with schools, academies, and stakeholders. In conjunction with the Director and Education Team: • Support the coordination of the management of information on behalf of the Education Team. • Coordinate, as required, and assist the Education Team with the application of due processes, procedures and policies supporting education services and functions, particularly relating to governance, school organisation and admissions. • Provide a clerking service to the EDBE and Exeter Diocesan Education Network (EDEN). • Support the Diocesan Advisers in implementing strategy. • Co-ordinate appointments for Foundation Governance representation, and keep an accurate database.	



- Provide administrative support and administrative oversight, in liaison with the Governance Advisers and Academies Project leads, where schools/academies are investigating formal partnerships or structural changes.
- Support compliance with governance regulations and good practice frameworks, and in liaison with advisers, respond appropriately to clerk's and governance professionals request for advice and support.
- General support to Education team.

Key Aspects of Role:

The Education Administrative Officer role requires a high degree of proficiency across the domains of:

- Provision of a clerking service.
- Compliance with governance legislation and good governance practice.
- Communication with the team and board members to enable effective support, guidance, and administrative functions.
- Education Services processes, procedures, and policy development.
- Written and oral communications.
- Information and data management.
- Multi agency team working and relationship building.

The Education Administrative Officer roles will require to apply for a Enhanced Disclosure certificate from the Disclosure and Barring Service in connection with this role.

Very occasional travel will be involved due to the geographical location of schools and academies

Key Relationships:

- The jobholder reports to the Diocesan Director of Education and will work closely with:
- Diocesan Board of Education and Exeter Diocesan Education Network
- The Education Team: Director, Advisers, and Administration support
- Other Diocesan Departments, particularly property
- Schools/Academies and governance teams

Role Area	Main Duties and Responsibilities
Education Services Support	• Clerk meetings for the Exeter Diocesan Board of Education Committee and its sub-committees, and support its administrative effectiveness. • Clerk the meetings of the Exeter Diocesan Education Network (EDEN) and support its administrative effectiveness in managing our oversight of Academy Trusts with Church of England articles. • Support EDEN's Company Secretary with administrative functions. • Support the Diocesan Education Advisers responsible for governance in implementing the strategy to secure sufficient highly skilled, trained, and enthusiastic Foundation Members, Directors and governors in church



	schools, academies and Academy Trusts. • Support the appointment process of Foundation governance representatives through the effective liaison with clerks, incumbents, PCCs, and Archdeacons as necessary/appropriate. Ensure the Education Team and its associates are informed and briefed in order to facilitate the implementation of effective school support, policy, and decision-making. • Ensure administration and organisational systems are effective to support advisers and the wider team to maximise time efficiencies. • Support the Education Team with school admissions processes. • Support Project leads for schools/trust investigating conversion to academy or trust transfers. • Manage email inboxes, responding as appropriate, distributing to advisers to follow up, and updating records.
Education Training	• Support co-ordination of the Diocesan Education Training programme. • Assist with specialist courses, conferences and training sessions that can be traded across the diocese (and beyond) to church and community schools.
Policies, Processes and Procedures	• Provide an effective clerking service to the Exeter Diocesan Board of Education Committee (EDBE) and its sub-committees to ensure compliance with the appropriate regulations. • Support effective EDBE communication with schools, academies, and stakeholders. • Co-ordinate and oversee the EDBE's meeting provision and Cycle of Business. • Assist Advisers / project leads by providing administrative support when school/academies are investigating formal partnerships or structural changes. • Support monitoring and evaluation processes and the use of information gained to actively improve the services we offer. • Support the Education Team with Foundation Governance recruitment. • Support the monitoring of attendance at Foundation Governance Training • Ensure the EDBE and its committees are informed and briefed in order to facilitate effective policy and decision-making and to implement those decisions.
Financial Support and Additional Services	• Support promotion of the Education Teams Networks, Training and Events and pay-as-you go services.
Information Management	• Support the management of information for the Education Team to ensure it is accurate and up-to-date, and work to ensure data analyses, school performance, reports and management information is available to inform and guide the team's work. • Ensure administration and organisational systems are effective so as



	to support advisers and the wider team to maximise time efficiencies. • Ensure the database / management information systems are kept up to date and accurate. • Keep accurate notes, correspondence and records and place on file as appropriate. • Ensure information management systems and policies are adhered to, including Social Media, GDPR and Data Protection Act 2018. • Maintain confidentiality at all times.
Team Working	• Work alongside senior staff in developing and implementing the DBE's strategic development plan that promotes the delivery of key diocesan objectives and a distinctively Christian, community focused vision for education that serves the common good. • Work flexibly as an Education Team member ensuring that at all times the needs of the service are respected and prioritised. • Liaise, as required, with other diocesan officials, principally those other officers working within the Old Deanery and peers from other dioceses. • To work with courtesy, sensitivity, tact, and flexibility. • Support with hospitality when running training events and meetings. • Undertake other duties as may reasonably be expected.
Relationship Building	• Build and maintain strong relationships with colleagues across schools, academies, federations, and academy trusts, alongside clergy, parochial officers, Bishop's staff and Old Deanery employees. • Be a key and visible contact and supporting schools in their pursuit of distinctiveness and effectiveness. • Support the Education Team in providing advice and training for parishes to enrich the links between schools and local churches.
Safeguarding	• Ensure all Diocesan Safeguarding Policies and procedures are adhered to. • Complete safeguarding training to Foundation Level C1. • Familiar with and follow safeguarding policies and procedures in Church of England schools, academies, federations, and academy trusts when required. • Work with the Safeguarding Team to ensure you stay up to date with safeguarding issues as they affect your own area of work. • Read, understand, and adhere to the latest Keeping Children Safe in Education.
Equality and Diversity	• Role model inclusive behaviours in day-to-day working practices. • Work in accordance with diocesan policy of equal opportunity.



PERSON SPECIFICATION

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

	Essential	Desirable
Qualifications and Training	- Professional experience. - At least 5 A-C (or equivalent experience) GCSEs to include Maths and English.	Evidence of up-to-date professional development.
Experience	- Experience of providing effective administrative coordination and support. - Proven organisational skills with strong attention to detail and accuracy. - Using initiative to plan and prioritise workload to meet deadlines - Ability to respond flexibly to circumstances. - Extensive experience of working as a key member of a team - Demonstrate good interpersonal skills and a collaborative style of working with a range of personnel, agencies and clients. - Experience in setting agendas, preparing papers and in taking minutes at meetings.	- Experience within an education environment as an administrator or clerk. - Experience in supporting the governance of an organisation. - Experience in coordinating a cycle of business.
Technical	- An interest in compliance. - Strong attention to detail. - Delivering at pace. - Excellent oral communications and presentation skills. - Able to communicate effectively with a broad range of people, at all levels, providing accurate and timely support and advice. - Excellent written communication skills; able to oversee standards of publications. - Numerate. - Advanced IT skills, including practical knowledge of Microsoft Office. - Proficient use of databases to maintain information and run reports.	- Knowledge and understanding of the ethos and distinctiveness of Church of England schools, school governance, admissions and school effectiveness. - Understanding and grasp of what represents effective admissions and school organisation practice.
General Requirements	- 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	Understanding of the Church of England, its parochial system and the wider organisation of the



	concerns immediately. • Sensitive to the different cultures, traditions and activities within the Church, and work in a way which is consistent with the Five Guiding Principles in the House of Bishops' Declaration on the Ministry of Bishops and Priests; maintain a consistent approach to clergy and non-clergy matters. • Commitment to anti-discriminatory practices within the Church of England's legal context. • Understanding of, and commitment to adhere to Keeping Children Safe in Education (2026).	Diocese. • Understanding of safeguarding principles within a church or charity setting.
Personal Requirements	• Reliable, pro-active and able to work independently as well as part of a team. • Committed to the aims and ethos of the Diocese of Exeter and of the mission and ministry of the Church of England. • Commitment to the role that Church Schools play in formal education and to raising standards in Church Schools.	

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 own work and work of Education team supports the wider objectives of the diocese and C of E schools across the diocese. • Understand how C of E schools, academies, federations and academy trusts operate in differing socio-economic contexts across the diocese: urban, rural and coastal, areas of deprivation etc. • Understand the role of local authorities, statutory bodies and voluntary organisations in education and how they affect Education team services provision. • Keep up to date with issues that affect own work area and share with colleagues. • Show professional curiosity and interest in expanding knowledge in areas related to own work.
	Changing and Improving:	• Respond positively to new situations and ideas and adopt a proactive and entrepreneurial approach to implementing, encouraging others to do the same.



Engaging People		- Take the initiative to suggest ideas for new ways of working to improve overall performance of the team and oversee implementation where appropriate. - Give and receive feedback and regularly review own work to learn from experience and improve personal contribution to Education services. - Able to provide creative solutions to problems and overcome barriers to delivery. - Able to adapt to the different ways of working of schools, local authorities, statutory bodies, training providers and other key personnel and agencies across the diocese to aid collaboration and cooperation.
	Making Effective Decisions:	- Gather, verify and assess all relevant and available information to gain accurate understanding of situations. - Clarify own understanding and needs and expectations of team and others before making decisions. - Seek advice and further information when unsure how to proceed. - Ensure decision making happens at the right level and seek and take advice from relevant people with decisions that involve an element of risk. - 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, demonstrating consideration of all options, costs, risks and wider implications. - Take responsibility for making effective and fair decisions in a timely manner. - Able to recognise the limits of own authority within the role.
	Leadership:	- Understand own areas of responsibility and show awareness of the wider impact of own actions on Education team and Education services provision. - Able to anticipate the needs of the Director, and the Education team and key external personnel. - Proactively role model and promote high standards of practice and behaviour in the education field and in the workplace. - Be confident in handling challenging and sensitive situations and seek support and advice of manager when necessary. - Adhere to the expectations of the Staff Handbook and report to manager any concerns or issues which arise during the course of employment, especially relating to any inappropriate/unacceptable behaviours of conduct of colleagues or external contacts.
	Communicating and Influencing:	- Ensure effective written, verbal and IT communications skills with the Education team, key EDBF employees and across the diocese and with external agencies and contacts. - Engage with colleagues and actively participate in



Delivering Results		departmental communications and team meetings. - Communicate with others in a clear, honest and positive way to build trust and act as an advocate for the organisation. - Monitor the effectiveness of own communications and take action to improve where necessary. - Able to listen and value different ideas, views and ways of working, assimilate and express concepts accurately and succinctly both verbally and on paper. - Respond constructively and objectively to comments, questions and feedback and take action to improve where necessary. - Handle challenging conversations with confidence and sensitivity.
	Working Together:	- Build effective relationships with schools, federations, academies, academy trusts, DBE, Old Deanery employees and training providers. - Accept responsibility and accountability for own work and know and understand the responsibilities of other key personnel both within and external to the team. - Show awareness of the impact of your own actions on the Education Team and wider EDBF. - Identify opportunities to share knowledge, information and learning within the Education team and with C of E schools and other key agencies. - Remain approachable to all colleagues and work collaboratively and show interest in others. - Exhibit diplomacy, tact, patience, flexibility and a sense of humor. - Offer support and help to colleagues when in need, including consideration of own and their wellbeing. - Take responsibility for own health and wellbeing and offer support and help to colleagues when in need.
	Developing Self and Others:	- Able to identify gaps in own skills and knowledge and take responsibility for personal professional development. - Seek learning and training opportunities and agree a training plan; support the development plans of team members. - Delegate work as appropriate to aid learning and development of others, giving support and oversight when needed. - Develop and deliver training and other support resources for Education Services provision, for use across the diocese. - Able to recognise signs of stress in oneself and in others and seek the appropriate support.
	Managing a Quality Service:	- Maintain a 'can do' and organised approach to own work, prioritise workload, exercise initiative, work independently and be a self-starter. - Understand the varying needs of the Education Team, C of E schools/academies and other key agencies to provide appropriate advice and support. - Co-ordinate and oversee the administration and organisation of Education service provision, support the team's work towards



		raising standards across diocese C of E schools. • 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.
	Delivering at Pace	• Clearly understand and take ownership of role, responsibilities and Education Team priorities. • Have good time management skills and think ahead to ensure work is completed on schedule and within daily deadlines. • Self-directing and able to prioritise and organise workload to ensure timely delivery of key role responsibilities and personal and team goals. • Remain focused on delivery and ensure correct tools and resources are available to do the job. Use knowledge and expertise to identify what is critical to success and improving the quality of work. • Engage and support others in the team to reach shared goals, review own and team priorities and workloads to ensure timely delivery of Education services. • Able to work and remain calm under pressure to meet deadlines, handle conflicting priorities and budget/resource restraints; keep managers and team updated on how work is progressing. • Maintain own levels of performance and be willing to undertake duties that may be reasonable to expect.