# A close-up of a logo  Description automatically generatedRole Profile

|  |  |
| --- | --- |
| **Job Title** | Team Administrator |
| **Contract** | Full Time, Permanent |
| **Salary** | £27,120pa |
| **Hours** | 35 hours per week |
| **Primary Staff Team** | Safeguarding Team |
| **Reports to** | Diocesan Safeguarding Officer with Administration Lead |
| **2nd Line Manager** | Diocesan Safeguarding Officer with Training Lead |

 **Job Purpose**
This role offers the opportunity to gain experience in central support services in a charity by actively participating in the full range of team activities to enable us to embed and maintain the Church of England’s National Safeguarding Standards to a high standard as well as adhering to the Church of England’s Safeguarding Code of Practice, including all other Safeguarding Guidance and Policies. This will include direct liaison with the parishes, other key partners and stakeholders including survivors of abuse. It is therefore essential that all tasks are approached with empathy and sensitivity, particularly when interacting with survivors of abuse.

This position requires excellent customer service, administrative skills, and the ability to manage multiple tasks and liaise effectively with stakeholders. Reporting to a team manager/director, you will support team and diocesan objectives and obligations, acting as the first point of contact and assisting with meetings and workstreams.

You should have relevant administrative or PA experience, including minute-taking, basic database and spreadsheet knowledge. An understanding of the Church of England’s structure and a genuine interest in the Canterbury Diocese’s mission is beneficial.

Safeguarding Team Context
The Diocese of Canterbury Diocesan Safeguarding Officer(s) with the support of the Safeguarding Team provides professional safeguarding in line with the Church of England’s Safeguarding Code of Practice, House of Bishop’s Guidance, and the Church of England National Safeguarding Standards. A key aspect of the team’s role is to provide compassionate support to survivors of abuse in addition safeguarding children, young people, and vulnerable adults, ensuring their voices are heard and their experiences are respected.

While the DSO may advise the Bishop of Dover on matters of safeguarding the DSO is responsible for the strategic implementation of the National Safeguarding Standards in addition to other key responsibilities which includes but is not limited to, providing safeguarding advice, supporting survivors of abuse, managing allegations for all church officers (in conjunction with any statutory agency involvement). The Diocesan Safeguarding Officer and Safeguarding Team also provide support to Canterbury Cathedral through a Service Level Agreement. regulations advice to the Bishop of Dover and under a Service Level Agreement. The Diocese of Canterbury has approximately 230 parishes that it supports with safeguarding advice and the processing of DBS checks.

The Safeguarding Team is internally accountable to the Diocese of Canterbury Safeguarding Executive Group, which oversees the team’s operational responsibilities.

The Safeguarding Team and Diocese are also accountable to the Diocesan and Cathedral Safeguarding Advisory Panel (DCSAP) which provides advice, scrutiny, and challenge to the Diocesan Bishop, the Diocese, and the Cathedral regarding their implementation of any relevant safeguarding statutory guidance, the Church of England’s Safeguarding Code of Practice, the Church of England’s National Safeguarding Standards and any other House of Bishop’s Safeguarding guidance. They also review and critique the centrality of the voice of children, vulnerable adults and survivors throughout Diocesan, Cathedral and Parish activities at a strategic level.

The Safeguarding Executive Group and the Diocesan and Cathedral Safeguarding Advisory Panel accountability is in addition to the normal Canterbury Diocesan Board of Finance management structures.

# Key Responsibilities

1. Provide administrative support across the team’s work, ensuring tasks, record-keeping, and statutory duties are completed competently and in compliance with legal requirements. Show empathy and understanding, especially when handling sensitive safeguarding issues.
2. Support the parishes safeguarding officers in their role by acting as the first point of contact in terms of induction and role compliance.
3. Oversee the entire Diocesan DBS check process for clergy, employees, and volunteers, liaising with stakeholders and providers. Ensure applications meet criteria and procedures align with current best practices, becoming the team's DBS expert and staying updated on guidance and fees.
4. Manage all external DBS agreements and ensure that all relevant DBS checks are correctly invoiced where necessary. This includes acting as the liaison between the Diocese, parishes, Cathedral, and our third-party provider.
5. Support the parishes in ensuring their compliance with the Safeguarding Code of Practice, House of Bishop’s Guidance, and the Church of England’s National Safeguarding Standards by acting as the lead liaison and referring to the DSO where required.
6. Support to the Director and/or team members as required, managing diaries, schedules, and communications, maintaining records and monitoring appointments.
7. Provide support as a key first point of contact for the team’s work via phone and department mailboxes. Ensure all queries are answered in good time, using internal experts and team colleagues for advice if necessary.
8. Provide administrative and communication support for committees by compiling papers, coordinating with venues, chairs, attendees, and stakeholders, taking accurate minutes, and following up on actions.
9. Support the team's finances by liaising with suppliers, managing orders and invoices, monitoring spending on specified areas in agreement with the DSO.
10. Support team members with all aspects of document handling, including preparation, collation, drafting, storing, using templates, applying changes, reviewing minutes, escalating issues, re-drafting, and maintaining GDPR-compliant records.
11. Maintain and continuously improve database and filing systems, ensuring processes and software keep pace with modern best practice and request development work as needed in discussion with the DSO.
12. Lead on key workstreams as directed and assist with specific projects, research and communications as required by team officers.
13. Proactively monitor and update team webpages on a regular basis, working with key stakeholders to capture and promote information.

*This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes including the team context may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your salary and in line with the general nature of your post.*

# Contact with others

**Internal** Bishop’s Office, Diocesan Secretary EA, Head of Peoples Services, Communications and Media Team and any other relevant Diocesan Framework and Team.

**External** Parish Clergy, Parish Safeguarding Officers, Parish Disclosure Officers, Church Wardens, DBS 3rd party provider, DBS agency, Parishes, Clearly Simpler IT (Safeguarding Dashboards and Hubs), DCSAP members and any other

**Person Specification**
Essential

* Good level of education
* Relevant administrative experience, including excellent record-keeping
* Proven proof-reading and minute-taking skills
* Strong communication skills, both oral and written, including excellent report writing
* Ability to demonstrate empathy and understanding, particularly when dealing with sensitive safeguarding matters, with the resilience to manage challenging situations
* Ability to maintain high standards of accuracy and correctness in dealing with information, adopting an orderly and precise approach to work while following standard procedures
* Excellent interpersonal skills, with the ability to show tact, discretion, and diplomacy
* Demonstrable customer service skills (in-person, on the phone, and in writing)
* Ability to support the creation of written reports following agreed guidance and templates
* Self-motivated with the ability to work independently and as part of a team, collaborating with representatives from other organisations
* Ability to work well under pressure and meet deadlines
* Experience working with and influencing a wide range of people at all levels of an organisation, with strong experience working across diverse teams
* Well-developed experience and knowledge of Microsoft applications, including Word, Excel, Outlook, PowerPoint, and Teams
* Ability to self-direct workstreams and prioritise urgent and important tasks
* Experience providing Executive/Personal Assistant support to senior managers
* Right to work in the United Kingdom

# Desirable:

* Previous experience of safeguarding or a safeguarding environment
* Experience of other web-based Microsoft Applications including SharePoint, Forms and Planner.
* The ability to present information in a fluent and persuasive manner to people at a range of levels.
* To be a person in sympathy with the mission and ethos of the Christian Church, the Church of England, the Diocese of Canterbury and the vision and values of our church schools.

# Terms and Conditions

* Permanent Contract
* 35 hours per week
* Generous employer pensions contribution.
* Central Canterbury location
* Birthday leave.
* Volunteering Leave
* Wellbeing day per annum

# Equality and Diversity

We aim to create a workforce that:

* values difference in others and respects the dignity and worth of each individual.
* reflects the diversity of the nation that the Church of England exists to serve.
* fosters a climate of creativity, tolerance and diversity that will help all staff to develop to their full potential whatever their circumstances.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, those we serve and other people with whom we help, and support are treated fairly and are not subjected to discrimination. We want to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity. We expect all of our employees to be treated and to treat others with respect. Our aim is to provide a working environment free from harassment, intimidation, or discrimination in any form which may affect the dignity of the individual.

# Standards of Behaviour and Conduct

Staff are expected to act at all times with due consideration for others and in a manner befitting their position as employees of the Church and as professionals, whatever their job.

# Safeguarding

All employees are required to adhere to legislation, guidance and recognised good practice in all aspects of the Church of England’s Safeguarding Code of Practice, House of Bishop’s Guidance, and the Church of England’s National Safeguarding Standards.

If required by the post, the Post holder must have an up-to-date satisfactory Disclosure and Barring Service (DBS) clearance and undertake an appropriate level of Safeguarding Training. Failure to comply with the above or keep your training updated may delay your starting employment or may trigger a disciplinary process and / or dismissal.

# Circumstances

The successful candidate will need to work occasionally on evenings and some weekends (including some Sundays) but would accrue time off in lieu.

The post holder may be required to travel across the Diocese for meetings, so the ability to travel to remote locations and work flexibly is a necessity.

# Data Protection and Security of Information

The Post holder must act in compliance with data protection principles and GDPR in respecting the privacy of personal information held by Diocesan House and the Diocese.

The Post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Diocesan House records and information.

# Health and Safety

The Post holder must carry out their duties with full regard to the Diocesan Employee Handbook, including Equal Opportunities and Health & Safety.