

Down and Connor Diocesan Trust



Ethos and Values required of all Employees

The main objects of the Diocese of Down and Connor ("the Diocese") are the advancement of the Roman Catholic religion in the Roman Catholic Diocese of Down and Connor, and the advancement of any charitable purpose supported by the Roman Catholic Church in any part of the world. While remaining true to its own distinctive ethos, the Diocese places great value on inclusiveness with Christians of other traditions and those of other faiths and none. The Diocese is committed to the promotion of equality of opportunity. However, bearing in mind its main objects, there may be some circumstances in which the Diocese may rely on lawful exceptions to general principles.

The Diocese requires that all people working within its institutions and agencies, regardless of their faith tradition or perspective, demonstrate the highest standards of respect for the values, teaching and mission of the Church.

This includes:

Respect for the Inherent Dignity of every person:

In all activities relating to your work, you will be required to demonstrate high standards of respect and courtesy towards every person with whom you have contact, and to contribute to a collaborative and supportive atmosphere among those with whom you work.

Respect for Teaching and Practice:

Our expectation is that everyone who works for the Diocese

- will demonstrate high respect for the teaching, practice and religious symbols of the Catholic Church, and act in a manner that is consistent with the values and ethos of the Diocese.
- will adhere to high standards of ethics at all times, and to be personally active in supporting an ethical and courteous culture among all Diocesan staff.



ROLE PROFILE: SAFEGUARDING ADMINISTRATOR/PERSONAL ASSISTANT	
Reports to:	DIRECTOR for SAFEGUARDING
Responsible for:	<ul style="list-style-type: none">❖ Providing efficient delivery of confidential administrative support to the Director for Safeguarding, and the wider Safeguarding Team.
Key Performance Measures:	
<ul style="list-style-type: none">- Feedback from the Director for Safeguarding, the Safeguarding team and Safeguarding Office users;- Professionalism and helpfulness of telephone manner and efficiency of call management;- Compliance with and adherence to relevant legislation and regulatory requirements within the Diocese;- Quality and accuracy of documentation and data completed, and efficiency of processing same to meet deadlines;- Maintaining a professional approach to work at all times;- Projecting a professional and reputable image for the Diocese and acting as an ambassador at all times.- Evidence in maintaining an efficient and retrievable computer-based system of documentation;- Accuracy and efficiency of filing of hard copies of files and documentation.	
Detailed Responsibilities of this Role:	
In fulfilling this role, the job holder undertakes the following activities:	
1. General Administration duties	<ul style="list-style-type: none">- Ensuring all visitors and staff are greeted and welcomed in the appropriate manner;- Answer the phone, screen calls, take messages and deal with queries in a professional manner;- Deal with sensitive calls, collate accurate information for passing to the Designated Liaison person, in a timely manner;- Deal with incoming Email communications and respond as required;- Disseminate new informative materials to parishes and volunteers;- Maintain accurate and up to date e-mailing lists for all Parish Priests/Parish Safeguarding Committees/Safeguarding Support Officers and Parishes etc.;- Maintain booking out/in system for audio visual;- Post – Sorting/distributing incoming mail and posting all outgoing mail;

	<ul style="list-style-type: none"> - Photocopy, scan, print and distribute documents to appropriate bodies; - Accurately type, format and present documents such as reports, minutes, e-mails, letters and presentations; - Take minutes at Diocesan Safeguarding Committee meetings and various other meetings as required; - Implement new procedures and improved administrative systems including IT as required; - Ensure Server Back-up tape is changed on a daily basis and monitor daily communication from IT provider re status result of back-up; - Provide light refreshments for guests and staff as appropriate and clear away as required; - Attend/avail of training or events as deemed necessary for the role.
2. Filing and Record Keeping	<ul style="list-style-type: none"> - Maintain filing systems, ensuring that sensitive and confidential filing is regularly completed and up to date/ retain records in line with guidelines; - Ensure requested information from confidential files is copied and delivered securely to appropriate bodies [e.g. PSNI, Solicitors]; - Record and produce statistical and other information as required; - Adhere to a 'tidy desk policy' (removing all materials from the desk at the end of the working day), at all times.
3: Diary Management	<ul style="list-style-type: none"> - Provide diary management and make appointments as required; - Organise travel and accomodation arrangements for Safeguarding personnel.
4. Training Support	<ul style="list-style-type: none"> - Contribute to the setting of dates and venues for various training courses, booking rooms and catering, updating website calendar, disseminating training calendar to PSC's/SSO/PPs and Trainers; - Take booking details for training delegates by phone and e-mail; - Ensure delegates are booked on to training courses best suited to their individual needs; - React to the request for training courses to ensure demand can be managed/met; - Manage bookings for meeting rooms and conference areas including setting up rooms and facilities; - Prepare, edit and format training materials as required; - Maintain a database of training attendedfor local parish information and for a national return.
5. Website Support	<ul style="list-style-type: none"> - Update safeguarding Website using Wordpress; - Assist in design/style/format/layout of website and other publications to be printed externally.

6. Stationery and Equipment	<ul style="list-style-type: none"> - Manage stationery supplies re-ordering as required; - Obtain monthly franking machine report and disseminate to departments/organisations as necessary; - Manage the service and lifecycle of office equipment.
7. Finance	<ul style="list-style-type: none"> - Hold invoices for verification by Director, then forward to Finance Office for processing; - Hold all expenses and claim forms for verification by Director and forward to Payroll for processing in a timely manner; - Retain copies of all invoices and claims; - Manage petty cash as required.
GENERAL:	<ul style="list-style-type: none"> - Compliance with and adhering to diocesan policies and procedures and Health & Safety legislation at all times; - Maintaining confidentiality on all matters relating to the Safeguarding Office and the Diocese of Down and Connor at all times. - That all matters of professional concern or complaints are shared with the Director in a timely fashion; - The safeguarding Office operates a respectful approach to all matters and expects staff to behave in a civil and respectful way towards each other.
JOB DESCRIPTION REVISION: <p>This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with the position.</p> <p>The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the Safeguarding Office. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the effective running of the Safeguarding Office.</p>	

SAFEGUARDING ADMINISTRATOR/PERSONAL ASSISTANT

PERSON SPECIFICATION

	ESSENTIAL CRITERIA:
ACADEMIC/ VOCATIONAL QUALIFICATIONS/ KNOWLEDGE & EXPERIENCE:	<ul style="list-style-type: none"> - Minimum of 4 GCSE's at grade A – C to include Maths and English (or equivalent); - Three years' previous experience in a similar administrative/PA type role; - Experience of working in a strictly confidential environment handling sensitive documents; - An excellent working knowledge of MS Office Packages including Access, Excel, Powerpoint and Word; - The ability to communicate effectively both verbally and in writing; - Excellent planning and organising skills; - Ability to work alone, use initiative, demonstrating flexibility and adaptability when working in a changing environment; - A general understanding of the social and moral teachings of the Catholic Church.
	DESIRABLE CRITERIA:
	<ul style="list-style-type: none"> - Experience of website management/administration.
PERSONAL ATTRIBUTES:	<ul style="list-style-type: none"> - An appreciation of the need for sensitivity and confidentiality; - Able to communicate with and develop good working relationships with a wide and diverse range of people; - Ability to project a friendly, professional and helpful attitude, both in person and on the telephone; - Able to prioritise and meet tight deadlines; - Ability to work methodically and consistently; - Ability to use a high level of initiative without the need for constant supervision; - Ability to work well as part of a team, sharing information, knowledge and experience with colleagues in order to deliver an excellent service.
LOCATION:	Currently: THE GOOD SHEPHERD CENTRE, 511 ORMEAU ROAD BT7 3GS
HOURS of WORK:	35 HOURS PER WEEK – Monday to Friday from 9.00 am – 5.00 pm daily [Some out of hours work may be required from time to time]
REMUNERATION:	Salary Range - £18,500 – £23,000 [commensurate upon experience]
ANNUAL LEAVE	32 days per annum which is inclusive of 12 customary holidays [Pro-rata for part-time employees]