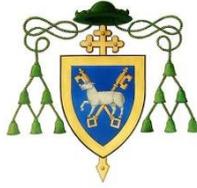


Down and Connor Diocesan Trust



Ethos and Values required of all Employees

The main objects of the Diocese of Down and Connor ("the Diocese") are the advancement of the Catholic religion in the Catholic Diocese of Down and Connor, and the advancement of any charitable purpose supported by the 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. Likewise, 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: EXECUTIVE SUPPORT OFFICER

Reports to: CHIEF OPERATING OFFICER/OR - APPOINTED ALTERNATE

Responsible for:

- ❖ Providing a full portfolio of support to the Bishop, Senior Clergy and Management Team within the Diocese of Down and Connor based in the Curia Office of this large religious charity.
- ❖ Providing expert secretarial, clerical, administrative, and diary management services.

Key Performance Measures:

- 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 completion of data, 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.

Detailed Responsibilities of this Role:

In fulfilling this role, the job holder undertakes the following activities:

- Proactively providing effective and efficient specialist administrative Executive/Personal Assistant support to the Bishop of Down and Connor, Senior Clergy, and the Management Team;
- Act as a focal point for enquiries; written and verbal by telephone, screening requests/calls and responding where appropriate;
- Be a facilitator in the resolution of difficult and sensitive telephone calls ensuring that they are dealt with in a confidential and highly delicate manner;
- Managing information flow in an efficient and confidential manner;
- Managing correspondence by responding to emails/mail in a timely and professional manner;
- Effective management of the electronic diary whilst assessing priority of appointments on behalf of the Bishop of Down and Connor and Senior members of Clergy;
- Organising international travel and itinerary planning;
- Providing support for an extensive range of meetings to include research for meetings, preparation of Agenda, pre-meeting briefings and meeting papers;
- Managing the collation and distribution of documents in advance of internal and external meetings as required;
- Arranging meetings and minute taking, noting action points and scheduling follow up where required;

- Minute taking for Diocesan Committees/Groups – occasionally out of hours;
- Updating and maintaining the Diocesan website and social media platforms;
- Ensuring meeting rooms are prepared in advance with all appropriate IT requirements and refreshments provided;
- Provide support in research and the preparation of information e.g., presentations, reports, and media interviews etc.
- Managing room bookings online, setting up zoom and MS teams meetings, video/audio/tele conferencing as required;
- Collate information and develop administration and filing systems both manual and electronic, to retain sensitive and confidential business documentation and records secure and up to date;
- Maintaining databases and storage and security of all confidential data, in compliance with GDPR regulations;
- Assist in the preparation of high-quality reports;
- Proactively manage incoming post, monitor office e-mail, draft, and send standard letters and e-mails;
- Proof reading documents for print;
- Assisting with the circulation of documentation and information around Diocesan Parishes and other offices;
- Manage office equipment, stationery, and supplies;
- Maintain a strong working relationship with other Diocesan Departments and Parishes;
- Deliver an exceptional service through all channels including email, telephone, social channels, and face to face;
- Flexible to provide such other support as would reasonably be expected to ensure the smooth running of the office.

GENERAL:

- Compliance with and adhering to Diocesan policies and procedures, GDPR and Health & Safety legislation at all times;
- Maintaining confidentiality on matters relating to the Diocese of Down and Connor at all times, the Bishop, Clergy and all the proceedings and matters relating to the Curia and its staff.

JOB DESCRIPTION REVISION:

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. The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the Curia 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 Curia Office.

EXECUTIVE SUPPORT OFFICER

PERSON SPECIFICATION

ESSENTIAL CRITERIA:	
ACADEMIC/ QUALIFICATION/ KNOWLEDGE & EXPERIENCE:	<ol style="list-style-type: none"> 1. Five GCSE/GCE passes (at A, B or C) / CSE Grade 1 passes to include English Language and Mathematics / or recognised equivalent / or higher qualifications; 2. At least three years' experience in the last five years in a similar Executive Support Officer type role reporting to senior management where sensitivity, discretion and confidentiality are essential; 3. Excellent working knowledge and experience in the use of Microsoft Office Software packages (Word, Excel, PowerPoint, Publisher, and Outlook); 4. An excellent communicator who is passionate and committed to delivering exceptional specialist administrative support at Senior official level; 5. Knowledge and experience of updating and maintaining websites and social media platforms; 6. Knowledge of current office management techniques and experience in the use of document management systems; 7. Exceptional time management/organisational skills with the ability to multitask and meet tight deadlines; 8. Ability to work autonomously as well as part of a team; 9. A level of confidence that will enable you to communicate at all levels; 10. A clear commitment to the work and mission of the Diocese of Down and Connor.
COMPETENCIES/ ABILITIES:	<ul style="list-style-type: none"> - Coming up with solutions, always thinking ahead and reacting quickly to changes; - Having a proactive approach to work, taking ownership of tasks, and seeing them through to successful completion; - Ability to adapt and work effectively under pressure to meet deadlines; - Ability to handle discrete sensitive and difficult situations and encounters; - Ability to identify needs and go one step ahead; - Thorough attention to details; - Ability to contribute as part of a team as well as working autonomously, whilst maintaining discretion and confidentiality at all times; - Ability to project a friendly, professional, and helpful attitude, both in person and on the telephone; - Ability to work methodically and consistently; - Flexibility in working hours.

LOCATION:	Diocesan Curia Office, 75 Somerton Road, Belfast, BT15 4DE
HOURS of WORK:	35 hours per week – Monday to Friday from 9.00 am to 5.00 pm daily. Additional out of hours may be required from time to time.
REMUNERATION:	£ 27,000 - £30,000 gross per annum (Salary offer will be commensurate upon experience)
ANNUAL LEAVE	32 days per annum which is inclusive of 12 customary holidays. <u>[Pro-rata for part-time employees]</u>