

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 togetherness 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 Catholic 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 be personally active in supporting an ethical and courteous culture among all Diocesan staff.



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| ROLE PROFILE: PARISH SECRETARY ST COMGALL'S PARISH, BANGOR | |
| Reporting to: | THE PARISH PRIEST |
| Responsible for: | <ul style="list-style-type: none">❖ The Parish Secretary will provide confidential, efficient, and effective secretarial support to the Parish Priest, and assistance to visitors and parishioners who visit or make contact with the Parish office.❖ To effectively and efficiently manage and maintain the Parish Office. |
| Key Performance Measures: | |
| <ul style="list-style-type: none">- Feedback from the Parish Priest and users of the Parish Office;- 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 Parish and acting as an ambassador at all times. | |
| Detailed Responsibilities of this Role: | |
| In fulfilling this role, the job holder undertakes the following activities: | |
| Administrative Duties: Welcome, hospitality, typing, open post and separate mail: | |
| 1. Welcome | <ul style="list-style-type: none">- While maintaining confidentiality on matters relating to the parish at all times, meet and greet all callers to the office/Church and action requests/provide needed assistance or refer to appropriate person. When appropriate/requested, offer hospitality to visitors to the parish. |
| 2. Answer telephone | <ul style="list-style-type: none">- Deal with all telephone calls, taking details of name, contact details type of query and communication of same to Parish Priest, or appropriate personnel;- Action answer machine messages. |
| 3. Dealing with mail: | <ul style="list-style-type: none">- Deal with incoming Email communications and respond as required;- Post to be opened by PP;- Print out all emails for the attention of PP. |

Specific Administrative Duties:

Updating Parish Registers, overseeing Database Entry and updating where necessary:

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| 4. Typing, booklet production, printing Parish publications, social media accounts: | <ul style="list-style-type: none"> - Type all requests by the Parish Priest, as and when required; - Prepare files and paperwork for the Parish Priest attending meetings, in a timely manner; - Maintain a highly effective and user-friendly up to date and Diocesan/GDPR compliant filing system to include archiving; - Collate information for the weekly parish bulletin; Prepare and print the weekly bulletin, newsletters, and other booklets, brochures, forms and flyers that are periodically requested by staff and/or committees; - Update bulletin announcements on parish Facebook page - Create Powerpoints for meetings, Liturgies, etc. as appropriate; - Co-ordinate with printers as and when required. - Manage the parish social media accounts and ensure the Website account is relevant and up-to-date. |
| 5. Supporting the Sacramental Life of the Parish and updating Registers: | <ul style="list-style-type: none"> - Register and Process details of new parishioners and update database. Action requests for parish information booklets, volunteer options, envelopes/Gift Aid forms, etc. and follow up with a 'welcome call'/arrange house blessing, if appropriate; - Liaise with the Parish Priest re Mass intentions; - <u>Baptisms</u>: Assist with co-ordinating Baptism preparation meetings; - <u>Weddings</u>: Process Wedding Booking Request forms, co-ordinate bookings and oversee Church/Civil paperwork completion and filing; - <u>Funerals</u>: Obtain details of the deceased, next of kin, etc. and follow Funeral procedures. Liaise with the Sacristan re: Mass Intentions, Church Bookings, etc. - <u>Visiting Priests</u>: Assist the Parish Priest in ensuring all Diocesan Policies/procedures re Visiting Priests are followed and recorded as required; - Update registers, both hard and soft copies, and issue certificates when requested for: <ul style="list-style-type: none"> ➤ Baptism ➤ Confirmation ➤ Marriage - Forward information to Diocese/relevant parishes as required. |
| 6. Database: | <ul style="list-style-type: none"> - Collate/update date and information onto parish computer systems; - Annually order, label and sort collection envelopes for distribution; - Maintain and update database of mailing lists, membership status and committees. |
| 7. Parish Maintenance/works: | <ul style="list-style-type: none"> - Deal with queries re maintenance/works and consult with, and action with the Parish Priest. |
| 8. Miscellaneous tasks: | <ul style="list-style-type: none"> - Manage rotas relating to Ministers of the Word, |

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| <p><i>This is a list of duties that may be required from time to time, but not necessarily every week.</i></p> | <p>Extraordinary Ministers of the Eucharist, visitation/sick calls, etc.;</p> <ul style="list-style-type: none"> - Provide Admin. Support to the Parish Safeguarding Committee; - Type ad hoc letters from PP; - Send out notices of meetings to Parish Finance Committee when requested; - Operate the Parish computer system in the daily task of organising and implementing church business; Assist in maintaining the master calendar of all Church activities and of all events taking place in Church facilities; - Photocopy documentation as required; Maintain a diary, schedules and calendar and arrange appointments for the Parish Priest as needed; - Order and maintain an adequate inventory of office supplies; - Assist with the maintenance of an orderly working environment; - Coordinate maintenance of Parish equipment, arranging for testing, servicing and repairs when necessary; - Sign for deliveries; - Submit electricity readings online, if appropriate; |
| <p>GENERAL:</p> | <ul style="list-style-type: none"> - Compliance with and adhering to Diocesan policies and procedures, GDPR and Health & Safety legislation at all times; - Maintaining confidentiality on matters relating to the Parish and the Diocese of Down and Connor at all times. |
| <p>JOB DESCRIPTION REVISION:</p> <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. The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the Parish 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 Parish Office.</p> | |

**PARISH SECRETARY
ST COMGALL'S PARISH, BANGOR**

PERSON SPECIFICATION

| | ESSENTIAL CRITERIA: | DESIRABLE CRITERIA: |
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| QUALIFICATIONS/ KNOWLEDGE & EXPERIENCE: | <ol style="list-style-type: none"> 1. At least two years' experience in a similar Secretarial/Administrative type role; 2. IT literate in respect of Microsoft Office Software packages (Word, Excel, Powerpoint, Publisher and Outlook); 3. Excellent planning and organising skills; 4. Ability to work alone, using initiative whilst maintaining discretion and confidentiality at all times; 5. A clear commitment to the work and mission of the Diocese of Down and Connor. | <ol style="list-style-type: none"> 1. Knowledge of the maintenance and updating of websites. |
| COMPETENCIES: | <ul style="list-style-type: none"> - An appreciation for the need for sensitivity and confidentiality; - Ability to project a friendly, professional, and helpful attitude, both in person and on the telephone; - Excellent organisational skills, able to prioritise and meet tight deadlines; - Good communication skills; - Ability to work alone, using initiative whilst maintaining discretion and confidentiality at all times; - Ability to work methodically and consistently; - Ability to work well as part of a team. | |
| LOCATION: | Parish Office, St Comgall's Parish, Brunswick Road, Bangor, Co Down, BT20 3DS | |
| HOURS of WORK: | 15 hours per week Work Pattern: Monday to Friday from 10.00 am to 1.00 pm each day. | |
| REMUNERATION: | £10.50 gross per hour | |
| ANNUAL LEAVE | 32 days per annum which is inclusive of 12 customary holidays. <u>[Pro-rata for part-time employees]</u> | |