

*THE NATIONAL INSTITUTIONS OF THE CHURCH OF ENGLAND*

*MANAGING EMPLOYER: ARCHBISHOPS' COUNCIL*

**SAFEGUARDING ADMINISTRATIVE ASSISTANT**

**JOB PROFILE**

- JOB TITLE:** Safeguarding Administrative Assistant
- GRADE:** Band 6 (Outer London)
- LOCATION:** Lead Bishop for Safeguarding's Office, currently located at The Bishop's Office, The Bishop's Palace, Wells, BA5 2PD. Travel to Church House Westminster and other locations is also expected.
- PERIOD OF EMPLOYMENT:** Fixed-term until end of February 2020, with possibility of extension
- ACCOUNTABLE TO:** Advisor on Survivor Engagement
- KEY RELATIONSHIPS:**
- National working relationships:**  
Lead Bishop for Safeguarding  
Director of Safeguarding and members of the National Safeguarding Team  
Relevant staff within the National Church Institutions
- Other relationships:**  
Diocesan Safeguarding Advisers  
Diocesan Bishops  
Diocesan Secretaries and other staff in the dioceses
- BACKGROUND:** The demand on the Safeguarding Support Office and more specifically the Advisor on Survivor Engagement in the Lead Bishop of Safeguarding's Office at the Bishop's Palace in Wells has resulted in the need to strengthen our capacity and ability to respond effectively and in a timely way to enquires made and correspondence.
- JOB SUMMARY:** This post will be a dedicated post to support the Advisor on Survivor Engagement and staff at the Safeguarding Office in the Bishops Office in identifying safeguarding matters which reach the Palace. The post-holder will work closely with the Bishop's staff team and with staff in the National Safeguarding Team to ensure that Safeguarding matters are identified and handled effectively.
- MAIN DUTIES AND RESPONSIBILITIES:**
- General**
- Being the central point for receiving, assessing and (where necessary) re-directing enquiries on Safeguarding and other matters which reach the Palace
  - Working to support the Advisor on Survivor Engagement in ensuring that casework enquiries are directed and handled appropriately

- Providing relevant information and other resources to the Advisor on Survivor Engagement to help respond to emails and other correspondence on safeguarding matters
- Building close links between the Bishop's Office, Archbishops Offices and the London-based National Safeguarding Team, ensuring good communications between the two settings
- Maintaining an Enquiries Database of all safeguarding matters reaching the Lead Bishop's Office and tracking that these are followed up appropriately, either directly or via other offices in the National Church Institutions or the Dioceses
- Responding to contacts from survivors and those who are concerned about the welfare of vulnerable people (children, young people and adults) and liaising with the Advisor on Survivor Engagement and other members of the National Safeguarding Team as appropriate
- Arranging and minuting meetings where appropriate for the Advisor on Survivor Engagement

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

## **PERSON SPECIFICATION:**

### **Essential**

#### *Education:*

- A-level or equivalent

#### *Skills/Aptitudes:*

- Highly IT literate and proficient with common applications such as Microsoft Word, Excel, Outlook and PowerPoint as well as web-based applications
- Willingness to learn new IT software packages
- Excellent verbal and written communication skills including ability to write detailed and accurate minutes of meetings, format and proof-read documents
- High level of initiative and ability to work independently
- Ability to prioritise workload
- Excellent organisational skills
- Ability to build and maintain relationships with external individuals and organisations.
- Ability to work in a team within a pressured environment, working to tight deadlines.
- Ability to deal sensitively and professionally with survivors and other vulnerable groups
- Ability to collect and collate information and data and handle this in line with GDPR requirements
- Confidence to work with senior people

#### *Knowledge/Experience:*

- Experience of office and administrative work including meeting organisation
- Experience of dealing with enquiries from members of the public
- Evidence of dealing with confidential and sensitive material
- Experience of working in a setting with either children and families or vulnerable adults, for instance a local Authority social care or NHS settings

*Personal Attributes:*

- Ability to work in a strictly confidential environment and handle sensitive documents
- Ability to work under pressure and to meet deadlines
- Ability to work methodically and accurately showing attention to detail
- Good interpersonal skills and the ability to deal politely, confidently and efficiently with a range of people and to work flexibly as a member of a team
- Ability to utilise a high level of initiative without the need for constant supervision
- Sensitivity and good judgement in dealing with urgent and complex matters
- To consistently work to agreed standards
- An understanding and empathy with the structures and culture of the Church of England
- Good interpersonal skills
- Flexible approach to structure of the working day
- Willingness to learn new skills
- Able to work as part of a team

**Desirable**

*Knowledge/Experience:*

- Knowledge of safeguarding
- An understanding and empathy with the structure and culture of the Church of England

*Circumstances:*

- Able to visit dioceses and to the Archbishops' offices in London and York as required

**GENERAL INFORMATION:**

***Who we are and our values***

We in the National Church Institutions support the mission and ministries of the Church locally and throughout England. We work together in our teams, with those who serve in Parishes, Dioceses, Schools and other ministries and with our partners at a national and international level.

We have developed our NCI 'people' values which are below, and we work with these regardless of whether we are of Christian faith, another faith or no faith;

- |   |   |
|---|---|
| <b>Excellence:</b><br>we take pride<br>in doing a<br>good job | <ul style="list-style-type: none"><li>• Understand the needs and expectations of those we serve and support</li><li>• Take personal responsibility for solving problems and learn from what we do</li><li>• Support what works but be open to and welcome change where it's needed</li><li>• Work with others to get the best Result for those we serve and support</li></ul> |
| <b>Respect:</b><br>we treat<br>everyone<br>with dignity       | <ul style="list-style-type: none"><li>• Value people for who they are and embrace our differences</li><li>• Listen and learn from each other, regardless of who or what we are</li><li>• Set clear, realistic and fair expectations</li><li>• Recognise achievement and support each other</li></ul>  |
| <b>Integrity:</b><br>we are<br>trustworthy                    | <ul style="list-style-type: none"><li>• Do what we have said we will do</li><li>• Take accountability for what we do</li><li>• Be open and straightforward with ourselves and others</li><li>• Celebrate behaviours that support our values and challenge those that don't</li></ul>  |

Our training, policies, procedures and practices are all intended to support behaviours in line with our values and we expect all staff to uphold these.

### ***Diversity***

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. 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.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, customers and other persons with whom we deal 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.

### ***Health and Safety Responsibilities***

The NCIs take Health and Safety at work very seriously and require their staff to familiarise themselves with, and follow, their policy.

### ***Confidentiality***

Staff must not pass on to unauthorised persons, any information obtained in the course of their duties without the permission of their Head of Department.

## **TERMS OF EMPLOYMENT:**

***Starting Salary:*** Salary starts at the probationary point of £24,005 per annum. On satisfactory completion of the probationary period the salary will rise to the standard point for the band £25,634 per annum (pro rata if part-time)

***Pension Contributions:*** Non-clergy staff will be automatically enrolled in the Church Administrators Pension Fund (CAPF, DC Section) unless they choose to opt out. Clergy already in the Church of England Funded Pensions Scheme (CEFPS) will have the option of either remaining in this scheme or joining the CAPF scheme.

The National Church Institutions have an income protection insurance arrangement. To be eligible for cover under this policy an employee must be a member of the CAPF DC section. Please note that insurance cover is not necessarily automatic and that underwriting may be required by the schemes in some instances. Cover will be subject to any terms and conditions laid down by the insurance company.

- Hours of Duty:*** Normal hours of work are 8 hours per week with an hour's unpaid break for lunch. Work pattern is ideally to be worked over two half days, but we are open to flexibility with this.
- Annual Leave:*** 25 days paid leave per leave year. This is exclusive of public holidays and additional holidays approved by your employer. [Pro rata to if part-time].
- Season Ticket Loan:*** Staff are eligible to apply for an interest-free travel season ticket loan for their journey to and from work.
- Contract:*** The post is offered on a fixed-term contract until the end of February 2020, subject to a one-month probationary period.