



DIOCESE OF EXETER ROLE DESCRIPTION AND PERSON SPECIFICATION

Grow in Prayer | Make New Disciples | Serve the People of Devon with Joy

DETAILS	
Role Title	Diocesan People Assistant
Department	People and Safeguarding
Reports to	Director – People and Safeguarding
Salary/Rate	£20,000-£25,000 (dependent on experience)
Contract Type	Full-time
Hours	36.25 per week
Normal Place of Work	The Old Deanery, The Cloisters, Exeter, EX1 1HS with the expectation of travel throughout the county of Devon (including Plymouth and Torbay) and the possibility of remote working arrangements by agreement.
Responsible for	N/A
Date of Issue	May 2019
NATURE OF WORK	
<p>Role Purpose:</p> <p>In conjunction with the Director – People and Safeguarding:</p> <ul style="list-style-type: none"> ▪ Support the Director - People and Safeguarding with daily People (HR) duties. ▪ Provide basic People (HR) advice to managers and employees and to be a single point of contact for all People queries. ▪ Provide administrative support to the Director with day to day aspects of People Services, including payroll, recruitment, employee relations casework (absence, discipline, capability, grievance), occupational health and wellbeing. ▪ To develop, utilise and maintain PeopleHR for the EDBF and provide management information and employee data as required by the Director. ▪ Provide and support Safeguarding Administrator with employee data as and when required. ▪ Liaise with third party training, wellbeing and pastoral care specialists and resourcing suppliers to ensure that the services/resources are supplied in line with SLAs. 	



Key Aspects of Role:

The People Assistant role requires a high degree of proficiency across the domains of:

- People Services Administration
- Implementation of policies and organisational processes
- Information and data management
- Multi-disciplinary team working

The Assistant will be required to apply for a basic disclosure certificate from the Disclosure and Barring Service in connection with this role.

Some travel may be involved due to the geographical location of colleagues.

Key Relationships:

The job reports to Director – People and Safeguarding and will work closely with:

- Ecclesiastical Office Holders and EDBF Employees
- Safeguarding Administrator
- Payroll personnel
- Personnel at Church House
- Third party training, wellbeing and pastoral care specialists and resourcing suppliers

Role Area	Main Duties and Responsibilities
People Support	<ul style="list-style-type: none"> ▪ Understand how the People team supports the wider objectives of the EDBF and the diocese. ▪ Build and maintain strong relationships with colleagues across EDBF. ▪ Support People Services by delivering quality administration. Become fully proficient with the PeopleHR System and provide support and advice to other users. ▪ Support the Director – People and Safeguarding.
Recruitment and Selection	<ul style="list-style-type: none"> ▪ Support the Director with the management of recruitment and selection processes. ▪ Ensure the appropriate authorisation process has taken place. ▪ Create adverts and application packs for vacancies. ▪ Monitor and log applications. ▪ Support line managers with the shortlisting application process including sending out interview invitations, attending shortlisting meeting and interviews as required.
People Administration	<p><u>New Starters:</u></p> <ul style="list-style-type: none"> ▪ Manage all recruitment related activities including: preparing and managing material on Pathways, collating information for new employee personnel files and requesting references.



	<ul style="list-style-type: none"> ▪ Draft contracts of employment and other standard new starter documentation for review and sign-off by the Director- People and Safeguarding. ▪ Send new starter documentation to the relevant departments, including payroll. ▪ Complete all recruitment administration accurately and in a timely manner. ▪ Organise candidate induction. <p><u>Continuing Employment:</u></p> <ul style="list-style-type: none"> ▪ Maintain employee files and PeopleHR System in line with policy, complete and ensure accuracy of employee files and keep all employee files up to date ▪ Draft other written communications as required, including resignation acknowledgements, probation confirmations and reference requests. ▪ Ensure engagement and remuneration policies are implemented and applied in a consistent and fair manner. ▪ Conduct employee opinion surveys. ▪ Effectively care for people by implementing wellbeing and pastoral care initiatives/services agreed by the Wellbeing and Pastoral Care Panel. ▪ Liaise with third party providers, contractors and external suppliers. <p><u>Payroll:</u></p> <ul style="list-style-type: none"> ▪ Update PeopleHR System with sickness and other absences and ensure Payroll is given all relevant documentation before Payroll deadline and place on personnel file. ▪ Ensure Payroll is given all relevant documentation and any timesheets before Payroll deadline. <p><u>Leavers:</u></p> <ul style="list-style-type: none"> ▪ Process and complete all documentation and People information, including leaver's letter and exit interview questionnaire, in a timely manner and send to the relevant departments once completed, including payroll. ▪ Update PeopleHR System and close employee file. <p><u>Secretarial Responsibilities:</u></p> <ul style="list-style-type: none"> ▪ Review and update Employee handbook, policies and procedures and T's & C's of employment as directed. ▪ Produce professional reports and presentations by fully utilising PeopleHR System, MS Word, PowerPoint and Excel. ▪ Keep accurate notes, correspondence and records and place on file. ▪ Ensure invoices are approved and forwarded to the Finance department in a timely manner.
--	--



	<ul style="list-style-type: none"> ▪ Provide ad hoc typing, faxing, photocopying and telephone cover. ▪ Assist in the collection, management and presentation of key performance information together with production of performance reports for the diocese. ▪ Collate, photocopy and distribute information as required by People Services for various types of meetings. ▪ Assist with room bookings, ordering of refreshments, providing the welcome to all departmental visitors and candidates where appropriate.
Employee Relations	<p>In conjunction with the Director – People and Safeguarding:</p> <ul style="list-style-type: none"> ▪ Support employee relations initiatives, including minute taking at disciplinary/grievance meetings and ensure these are typed up within 5 days of the meeting. ▪ Support the Director with work with external legal counsel on employee relations issues as and when required.
People Information Management	<ul style="list-style-type: none"> ▪ Use the PeopleHR System to produce Monthly/Quarterly Operational data. ▪ Provide information and reports on key People analytics, managing up to date personnel records, tracking and reporting on issues. ▪ Ensure relevant People information is made available in a timely way for the Director – People and Safeguarding and other key personnel.
Future Role Development	<p>In conjunction with Director – People and Safeguarding and depending upon the employee’s skills and experience this role may broaden to include:</p> <ul style="list-style-type: none"> ▪ Ensure that the EDBF and diocese operate within employment law and other relevant regulations ▪ Ensure the diocese is protected against litigation, by providing guidance to clergy, line managers and employees in relation to People employment processes and procedures. ▪ Provide technical advice to managers relating to day to day People issues, through the application of organisation policy and best practice. ▪ Aid managers to review roles and accompanying job profiles. ▪ Initiate and implement disciplinary matters and deal with grievance and performance issues ▪ Advise on both short and long term absence cases, and with Occupational Health advice, aid managers to address absence confidently and manage issues of capability and performance. ▪ Coach managers on a one to one basis and in group training sessions to implement People policies and to manage



	absence, discipline, capability and grievance issues within their teams.
--	--



PERSON SPECIFICATION

The following areas outline what qualifications, training, experience and technical abilities the applicant will need to demonstrate.

Qualifications and Training	<ul style="list-style-type: none"> ▪ Educated to 'A' level or equivalent. ▪ Basic knowledge of People (HR) and CIPD part qualified or equivalent an advantage.
Experience	<ul style="list-style-type: none"> ▪ Recent administrative experience in an employee focused role or function. ▪ Previous experience of working in a changing office team environment and able to demonstrate experience undertaking general administration. ▪ Experience and knowledge of good HR practice. Experience of supporting the recruitment process. ▪ Experience of committee administration. ▪ Experience of using automated HR systems.
Technical	<ul style="list-style-type: none"> ▪ Numerate, with proven administrative and organisational skills. ▪ Excellent written skills including minute taking, writing official documentation and record keeping. ▪ Confident use of technology and HR systems ▪ Work with accuracy and attention to detail for data and employee file management ▪ Fully conversant with Microsoft Office packages, including Outlook, Word and Excel.
General Requirements	<ul style="list-style-type: none"> ▪ Welcome visitors and receive incoming enquiries and telephone calls, dealing promptly and courteously with enquires. ▪ Ensure all health and safety instructions are followed and that care is taken to ensure safety for self and colleagues, reporting concerns immediately. ▪ Some understanding of the Church of England, its parochial system and the wider organisation of the diocese. ▪ Some understanding of the belief systems which shape the life of the Church and how this may affect safeguarding work in the context of the Church of England. ▪ Commitment to anti-discriminatory practices within the Church of England's legal context.
Personal Requirements	<ul style="list-style-type: none"> ▪ Able to travel on occasion in Devon.



ROLE COMPETENCIES

The following areas outline what strengths, attributes and behaviours the applicant will need to demonstrate.

Setting Direction	Seeing the Big Picture:	<ul style="list-style-type: none"> ▪ Understand how own work and work of People team supports the wider objectives of the diocese. ▪ Keep up to date with issues that affect own work area. ▪ Show professional curiosity and interest in expanding knowledge in areas related to own work.
	Changing and Improving:	<ul style="list-style-type: none"> ▪ Able to respond positively to new situations and able to implement change as directed. ▪ Give feedback and learn from experience to improve delivery of People Services. ▪ Take the initiative to suggest new ideas to improve and develop People Services ▪ Change ways of working to aid cooperation within People team and across the EDBF.
	Making Effective Decisions:	<ul style="list-style-type: none"> ▪ Clarify own understanding and needs and expectations of others before making decisions. ▪ Explain how decisions have been reached in a clear and concise way, both verbally and in writing. ▪ Ensure decision making happens at the right level and encourage input from others. ▪ Seek and take advice from relevant people as required. ▪ Able to spot and deal with issues as they occur. ▪ Able to recognise the limits of own authority within the role.
Engaging People	Leadership:	<ul style="list-style-type: none"> ▪ Understand own areas of responsibility and show awareness of the wider impact of own actions. ▪ Maintain a 'can do' and organised approach to own work. ▪ Able to exercise initiative and give praise and credit to colleagues. ▪ Able to advise and help new starters and welcome them to the organisation. ▪ Proactively role model and promote an inclusive workplace, promptly dealing with inappropriate language or behaviours, especially discrimination or misconduct.
	Communicating and Influencing:	<ul style="list-style-type: none"> ▪ Excellent communication skills, both verbal and written. ▪ Communicate with others in a clear, honest and positive way to build trust. ▪ Monitor the effectiveness of own communications and take action to improve where necessary.



		<ul style="list-style-type: none"> ▪ Able to listen and value different ideas, views and ways of working. ▪ Respond constructively and objectively to comments, questions and feedback. ▪ Handle challenging conversations with confidence and sensitivity.
	Working Together:	<ul style="list-style-type: none"> ▪ Build effective relationships with clergy, parochial officers, the Bishop's staff and Old Deanery employees, ▪ Accept responsibility and accountability for own work and know and understand the responsibilities of other key personnel outside of the team. ▪ Identify opportunities to share knowledge, information and learning, especially with new starters. ▪ Remain approachable to all colleagues and work collaboratively and show interest in others. ▪ Exhibit diplomacy, tact, patience, flexibility and a sense of humour. ▪ Offer support and help to colleagues when in need, including consideration of own and their wellbeing.
Delivering Results	Developing Self and Others:	<ul style="list-style-type: none"> ▪ Able to identify gaps in own skills and knowledge and take responsibility for personal development. ▪ Seek learning opportunities and agree a training plan. ▪ Identify which additional aspects of the role would like to undertake. ▪ Able to recognise signs of stress in oneself and in others and seek the appropriate support.
	Managing a Quality Service:	<ul style="list-style-type: none"> ▪ Understand the varying needs of the People team and the wider EDBF to provide appropriate administrative support ▪ Able to establish and maintain professional relationships across EDBF. ▪ Follow relevant policies, procedures and legislation to complete own work. ▪ Sensitive to the different cultures, traditions and activities within the Church and the need to maintain a consistent approach to clergy and non-clergy People matters.
	Delivering at Pace	<ul style="list-style-type: none"> ▪ Clearly understand and take ownership of role, responsibilities and People Services priorities. ▪ Have good time management and prioritisation skills and ensure timely delivery of administrative support, analysis and reports. ▪ Able to work and remain calm under pressure to meet deadlines and budget/resource restraints. ▪ Maintain own levels of performance and be willing to undertake duties that may be reasonable to expect.

