

Job Description

EMPLOYER:	The London Diocesan Fund
JOB TITLE:	Receptionist/Administrator – The Old Deanery
RESPONSIBLE TO:	The Bishop's Executive Assistant

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

Overview

At the London Diocesan Fund (LDF) we seek to do everything we can to support the mission and growth of the Church of England in London. The Archdeaconry of London covers the Two Cities of Westminster and the City of London. It is a diverse area, with many high profile churches and institutions. The Archdeaconry seeks to support the almost 100 churches in the area in carrying out their Christian mission and we work in a way that is enabling, facilitating, innovative and always as a partner. The challenges of the area include, but are not limited to, an estate that consists of many heritage assets, the need to seize significant opportunities in a fast moving environment, constant financial pressures and issues around transience and the pace of demographic change.

Job summary

The post holder will be the first point of contact with clergy, lay people and other visitors and callers to the Old Deanery. You will also undertake reception and administration duties linked to the role and in support of the wider objectives of the offices of the Bishop and Archdeacon.

Main Responsibilities

Front of house

- Receive visitors into and out of the Old Deanery, maintaining a visitor's book
- Direct people to appropriate colleagues, including issuing a pass
- Deal with queries from the public and parishes
- Ensure knowledge of staff movements in and out of the building
- Maintaining security awareness of both office and car park
- Offering hospitality and welcome to visitors.



Switchboard

- Manage incoming calls- screening and directing
- Take and relay messages
- Provide general information to enquirers

Administrative

- Provide general administrative and clerical support upon request, in liaison with The Bishop's Executive Assistant
- Prepare correspondence and documents as requested
- Receive and sort mail and deliveries
- Maintain incoming and outgoing courier service
- Keep the 'Reception Guide' up to date, including the section on frequently asked questions
- Oversight of the cleaning contract and liaison contact with the cleaning company
- Oversight and co-ordination of building maintenance matters.
- Provide cover for morning and afternoon post collection, delivery and franking as required
- Prepare daily signing in sheets for staff which are part of fire procedures
- Prepare Confirmation/Baptism Cards for Bishop's signature for Confirmation Services being undertaken by the Bishop (list of names provided by the Diary Secretary when details of service confirmed to her).

Diary appointments and meetings

- schedule appointments upon request, in liaison with The Bishop's Executive Assistant
- organise conference and meeting room bookings
- co-ordinate meetings and organise catering
- maintain central booking service for car parking

Reception area

- monitor and maintain office equipment
- control inventory relevant to reception area
- tidy and maintain the reception area

The postholder may be required to undertake any other duties that are commensurate with the role.

Person Specification

Experience, knowledge, training and qualifications

Essential

- Previous reception and administration experience
- Knowledge of administrative and clerical procedures
- Knowledge of customer service principles and practices
- Competent computer skills, including Microsoft Office and Outlook
- Keyboard skills
- Ability to work a switchboard



Aptitudes and abilities

Essential

- Customer service orientation
- Information management
- Attention to detail
- Organising and planning skills
- Verbal and written communication skills

Personal attributes

Essential

- Professional personal presentation
- Flexible attitude to performing a variety of tasks
- Initiative
- Reliability
- Stress tolerance
- Sympathy with the aims and ethos of the work of the Church of England

General Conditions

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.

Equal treatment amongst differing people from diverse backgrounds is one of the central precepts of the Church of England's mission and theology. The Church of England values the richness which this equal treatment brings to the workplace. The Diocese of London is therefore concerned to avoid discriminating against any person.



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

All LDF staff are required to ensure that they understand and accept the legal duties placed on them by the Health and Safety at Work Act not endanger themselves or others by any act or omission on their part and by the Management of Health and Safety at Work Regulations to co-operate with colleagues and management in the control of health and safety at work. Therefore, staff are required to:

- Read, understand and abide by the LDF Health and Safety Policy;
- make themselves familiar with accident and emergency procedures for their site;
- inform their manager immediately of any health or safety deficiencies or dangerous situations or near misses;
- set a good personal example in respect of health and safety.

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

Location: The office is based at The Old Deanery, Dean's Ct, London, EC4V 5AA (nearest tube station St Paul's)

Salary: £25,000 (dependant on experience) per annum.

Pension: The appointed person will be eligible to join the occupational pension scheme, which is currently 15% employer contribution and min 3% employee contribution

Health Insurance: Available after completing one year's service.

Hours: 35 hours per week Monday to Friday, 8am – 4pm with an unpaid hour for lunch. You may be expected from time to time to work in the evening or weekends.

Annual Leave: 24 days per leave year rising to 27 days after completing one year's service. This is exclusive of Public Holidays.

Season Ticket Loan: Staff are eligible to apply for an interest free season ticket loan.

Contract: This post is offered on an open-ended contract, subject to a six-month probationary period

Full details of our terms and wellbeing offering to staff can be found in the 'Our Offer to You' document.