

DIOCESE OF Hexham & Newcastle

Job title:	Senior Administrator (ref 20/2018)
Employer:	Diocese of Hexham and Newcastle Company registered in England 7732977 Registered Charity No. 1143450
Location:	Department for Safeguarding, St Cuthbert's House, West Road, Newcastle upon Tyne NE15 7PY
Hours of work:	37.5 hours per week
Working Pattern:	Monday – Friday, 8.30am – 4.30pm
Salary:	£23,710
Contract:	Permanent
Grade:	4
Reporting to:	Safeguarding Co-ordinator
Start Date:	As soon as possible

Job Description

To provide office management and general administration for the Department for Safeguarding, including managing the full Disclosure and Barring Service (DBS) checking process.

Main duties

- Provide high level administration support and office management for the Department for Safeguarding including answering telephone and email enquiries;
- Manage the full Disclosure and Barring Service (DBS) checking process for the department to ensure applications are processed quickly and accurately;
- Manage the day to day work of the department's Administrators;
- Cascade training for Parish Safeguarding Representatives in relation to DBS processing;
- Update the Catholic Safeguarding Advisory Service (CSAS) national database and local safeguarding records;
- Oversee the management and monitoring of the national E-Learning programmes, including registration of new users;
- Maintain filing systems, including shredding old documents in accordance with legislation, CSAS and DBS policies for the safe storage and retention of safeguarding documents;
- Assist with the arrangements for conferences, courses and meetings, including booking suitable venues, negotiating costs, liaising with speakers, setting up rooms etc.;
- Welcome and provide hospitality to visitors and callers;
- Minute taking;
- Attend training courses and national meetings as required;
- Assist with the production and distribution of safeguarding training materials, publicity materials, fliers and newsletters;
- Liaise with the Department for Finance for invoice payments and requests;
- Oversee the departmental stationary and resource requirements, complying with the diocesan ordering policies;
- Maintain and promote good relationships among all who are associated with the work of the Diocese.

Personal specification

Essential Criteria

- A good level of general education, including GCSEs A*-C in Mathematics and English or equivalent;
- A good grasp of English grammar, accuracy and a high level of attention to detail;
- Significant experience in general office management and administrative procedures;
- The ability to process a high volume of paperwork and to work under pressure;
- Excellent and up-to-date IT skills;
- Excellent customer service skills with experience of dealing with sensitive situations;
- Good interpersonal and communication skills with the ability to build good relationships with all associates;
- Excellent organisational and planning skills with experience of co-ordinating diaries, events and people in a work environment;
- Willingness to work flexible hours as required;
- High level of confidentiality and integrity;
- To be self-motivated with a good sense of responsibility;
- Conscientious and loyal to the aims and objectives of the Diocese, having regard at all times to its Catholic character.

Desirable Criteria

- Experience of processing DBS applications.

Benefits

- 22 days holiday per year plus statutory holidays increasing to 27 days after five years' service.
- Employer matched pension scheme (up to 7.5%).

General

- Six month probationary period.