



Reception and Database Administrator

£24,400 per annum

Full-Time (35 hours per week)

Diocese of York

The Church of England, with its network of parishes, is deeply woven into national life, enriching communities with a Christian presence. Geographically structured into 41 dioceses, each led by a Bishop, it reaches every corner of England.

The Diocese of York spans North and East Yorkshire, embracing York, Hull, Middlesbrough, Selby, two National Parks, and the stunning Yorkshire coast. We are a family of nearly 600 churches, 125 schools, and 442 parishes, guided by Archbishop Stephen Cottrell, with York Minster as our principal church.

We are revitalising our vision, pouring new energy into Living Christ's Story, and advancing strategic initiatives—deepening discipleship, extending our reach, growing missionary communities, and reshaping our finances and structures.

Reception and Database Assistant

We require an effective Reception and Database Administrator with a flexible approach to run the reception desk and manage our online contact database.

To be successful in your application you will have good people skills, and a friendly, approachable manner suited to providing a reception and hospitality service. You will need to combine this with strong IT skills and attention to detail necessary for playing a key role in relation to the database and related activity. You will demonstrate the organisational skills to deliver both aspects of the role efficiently. Finally, you will need to have empathy with the goals and values of a Christian organisation, and a working knowledge of the structures of the Church of England would be helpful.

Normal working hours for the post-holder will be 8.30 am to 4.30 pm, with a one-hour unpaid lunch break. We have our own car park and are close to bus routes.

Job Description

Purpose

To facilitate the smooth running of the administrative function of the diocesan office by:

- ensuring that visitors to the diocesan office are appropriately welcomed, and that those contacting us by email or telephone are dealt with courteously and efficiently;
- looking after the online contact management system,
- Organisation of mailings, meeting rooms and general office tidiness and hospitality.
- Providing general administrative support to the work of the diocesan office, as agreed with the Office Manager; this might include occasional clerking of meetings or assisting with discrete projects.

Key Responsibilities

Reception and Hospitality

- Reception duties including welcoming visitors to the diocesan office and issuing access passes as appropriate; dealing with enquiries by email and telephone, sometimes of a sensitive nature; transferring calls and forwarding messages as required.
- Manage bookings for the meeting and training rooms and for centrally held resources such as projectors, screens, and laptops.
- Service rooms and catering arrangements for booked meetings at the diocesan office.
- Process the diocesan office mail in the morning and afternoon, including opening and distributing incoming mail, and using and replenishing the franking machine.
- Liaise with IT service providers as necessary.
- Day to day liaison with companies providing core services to the diocesan office, including but not limited to those providing postal, copier repair, cleaning, hygiene and waste disposal.
- Proactive office hospitality, including setting up and closing down of meeting rooms, welcoming guests, and offering refreshments.
- Responsibility for stock management including office stationery, tea, coffee and milk for the office, and cleaning supplies.
- Supporting colleagues with technical IT issues and logging an inventory of IT kit given to staff when required.
- Managing recycling and confidential waste.

Database Administration

- Maintain the diocesan contact management system, acting as super user, including collecting and cleansing data, and data entry. Working closely with HR to ensure proper records management for staff, clergy and office holders.
- Processing updates following the Annual Parish Church Meeting cycle and other synodical activity such as those arising from the diocesan election cycles and from pastoral reorganisation.
- Where necessary, providing administrative assistance to parishes with their annual finance and Statistics for Mission returns.
- Assisting with the ongoing reporting developments with the wider national teams and participating in the CMS user forum.
- Provide training, back-up, and assistance to all database users both within the diocesan office and the wider diocese.

General

- Assistance with other regular or occasional mailings.
- Undertake other duties as may be required within the context of the team and to provide cover for other team members as appropriate during absence or holiday periods.
- To participate in an annual review and appropriate continuing professional development.
- Contribute to the wider work of the Diocese, as appropriate.

The job description provides an outline of the key responsibilities of the post and is not intended to be an exhaustive list. The post holder may be asked to undertake any other relevant duties appropriate to the post. The job description may be amended over time, in consultation with the post holder to meet the needs of the Diocese.

Person Specification

Essential

- Educated at least to A level, with A-C in English and Maths GCSE (or equivalent).
- Previous administrative experience gained in a busy office environment.
- Excellent organisational skills; self-motivated and able to work to a high standard with minimum supervision.
- Strong IT skills, including an understanding of contact management systems (databases).
- Strong attention to detail.
- Good spoken and written communications skills.
- Good people skills; able to work effectively with a range of internal and external people.
- Friendly, approachable and efficient; able to use discretion in dealing with sensitive issues.
- A flexible attitude, and able to use initiative to solve problems.
- Empathy with the Christian faith, and able to work effectively within a Church of England context in support of its mission and ministry.

Desirable

- Previous experience as a receptionist and/or as a database administrator.
- A relevant qualification.
- Understanding of the structure, organisation and culture of the Church of England.

Summary of Terms and Conditions

Employer	The York Diocesan Board of Finance (YDBF)
Line Manager	Executive Assistant to the Diocesan Secretary and Chief Executive
Probationary Period	Appointments are subject to a 6-month probationary period
Location	The post is based at the diocesan office at Clifton Moor, York
Hours	<p>The post is full-time, 35 hours per week</p> <p>The post holder may be required from time to time to attend meetings outside normal working hours subject to time in lieu. Some duties require travel within the Diocese of York, and on occasions, elsewhere in England.</p>
Salary	The post is grade 7. Starting salary is from £24,400 depending on experience.
Pension	The YDBF offers a contributory pension scheme ("the Scheme") organised by the Church of England (the "Church") Pensions Board. For each 1% of contribution paid by the employee, up to a maximum of 7%, the employer will pay a contribution equivalent to double the amount (which includes a small payment to provide the life assurance element of the scheme).
Holidays	In addition to the eight Bank and Public Holidays, DBF employees are entitled to 5 weeks annual leave in any year.
Mileage	A mileage allowance will be paid in respect of journeys undertaken in connection with the duties of the post. This is remunerated as the <i>lesser</i> of the two distances to the destination as measured from the postholder's home and from the Diocesan Office (currently 45p per mile for the first 10,000 miles). The full policy is available on request.

Non-contractual Benefits

Employee Benefits	We provide free parking at our York office, and our other non-contractual benefits currently include eye care vouchers and a cycle to work scheme.
Pastoral Care	We have an Employee Assistance Programme, and our Diocesan Adviser in Pastoral Care offers the space to talk through pastoral, professional or personal matters, providing or arranging counselling and / or mediation if required.