

Job description

Temporary PA to the Bishop of Guildford

(Fixed Term Contract: 6 months)

Context

The Bishop's PA (1 FTE) reports to the Bishop of Guildford but will report functionally to the Bishop's Chaplain who is ensuring the bishop's office is running smoothly during an interim period. This role is based at Willow Grange Monday to Thursday but with the option of homeworking on Fridays.

The role comprises offering highly competent and efficient Personal Assistant administrative support to the Bishop of Guildford based out of his office and home, Willow Grange, Jacob's Well, Guildford. The work requires being a primary point of contact with the public and colleagues from across the Church, requiring a positive and professional attitude. If you seek to use your skills and knowledge to serve with integrity and your personal values are in sympathy with the aims and mission of the Church of England, this role may suit you.

A comprehensive induction programme will be developed to ensure that the Temporary Bishop's PA understands the running of the bishop's office, and also its interaction with the Bishop of Dorking's office, the Appointments Team, and operations at Church House Guildford.

Job Purpose

- To provide comprehensive and professional personal assistance (administrative, secretarial and clerical support) to the Bishop of Guildford.
- To be a primary point of contact for the Bishop's office, presenting a positive image of the bishop, the diocese and the Christian faith at all times.
- To liaise with the Appointments Team and colleagues at Church House Guildford (CHG) to ensure smooth processes and efficient working.
- Accountable to and line-managed by the Bishop of Guildford, with a functional reporting line to the Bishop's Chaplain (particularly in the bishop's absence).

Accountable to

- Line managed by the Bishop of Guildford
- Functional reporting line to the Bishop's Chaplain
- Employed through the National Church Institutions based at Church House, Westminster

Key relationships

Internal-facing:

- Bishops of Guildford and Dorking
- Staff at the Bishops' offices (Willow Grange and Dayspring) – Bishop's Chaplain, Clergy Appointments Administrator, PA to the Bishop of Dorking, the Willow Grange Gardener
- Archdeacons of Surrey and Dorking (and their PA) and the Team Directors at CHG
- All CHG staff

- Staff at the Cathedral

Parish-facing:

- Wide range of stakeholders across the Diocese, including clergy and parish representatives who contact or visit Willow Grange
- Church schools including Headteachers, governors and multi-academy trust representatives

External-facing:

- Visitors to Willow Grange
- A wide range of external stakeholders, including members of the general public, local authority officials, MPs, local media and other faith groups
- Contractors, utility providers and caterers at Willow Grange and Dayspring
- Church Commissioners and Savills (who manage the bishops' houses)

Key Responsibilities

PA to the Bishop of Guildford

To provide excellent administrative support for the Bishop of Guildford, including:

- Managing the calendar and appointments of the bishop accurately and efficiently, handling its changes and conflicts, including liaising with CHG colleagues for meetings involving senior staff, and ensuring he is in the right place at the right time with the relevant paperwork.
- Offering support for key meetings (preparing paperwork, agendas).
- Welcoming visitors to Willow Grange and offering hospitality.
- Answering the telephone promptly, handling all enquiries and forwarding them as necessary.
- Supervising the running of the office, and ensuring that it is properly resourced and equipped, e.g. equipment, arrangements for visitors to Willow Grange
- Maintaining an efficient brought forward system.
- Managing travel arrangements, room bookings, practical logistics.
- Managing the bishop's email inbox and correspondence, responding to invitations and supporting the bishop and bishop's chaplain in responding to correspondence
- Maintaining accurate records and efficient filing
- Maintaining records, as appropriate, for the Bishop's staff (gardener, chaplain), and overseeing their staffing needs (e.g. expenses).
- Setting up and handling utilities accounts at Willow Grange.
- Monitoring and liaising with builders on household repairs.
- Providing some administrative support for the Bishop of Guildford's Communities Fund (liaising with the BGCF committee secretary and treasurer)
- Recording confirmation statistics and preparing an annual return to the national church.
- Organising social functions offered by the bishop.
- Managing a wide range of external, as well as internal relationships.
- Covering enquiries during times of absence.
- Working with CHG colleagues on shared projects, e.g. the logistics of ordinations, staff Christmas events

- Providing support to the bishop on ad hoc projects, e.g. organising in liaison with the bishop's chaplain and the CHG staff team, the biannual Tent Week, the logistics of sending out episcopal Christmas cards
- Managing and keeping proper records for the Bishopric official account according to the standard procedures set up by the Church Commissioners.
- Managing and keeping proper records for the Bishop of Guildford's Discretionary Account.

General

- Undertaking any other reasonable duties in line with experience and skills, as required by the Bishop of Guildford.
- Working collaboratively with the CHG administrative team, providing support to team colleagues, as and when needed.
- Promoting and living out effective and efficient working practices in line with developing technological changes, making recommendations for improvements as and when opportunities arise.

Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 'A' level standard education, or equivalent professional experience, knowledge and skills. 	<ul style="list-style-type: none"> • Diploma level in secretarial or administrative skills, or degree level in any other field (unrelated or related)
Experience	<ul style="list-style-type: none"> • Extensive administrative experience in a professional environment • Experience of office and facilities management, including management of service contracts. • Experience of pro-actively managing work activities and prioritising activities. • Experience in handling highly confidential information with tact and sensitivity. 	<ul style="list-style-type: none"> • Experience of working in a church or charitable organisation • Experience of providing PA support at a senior level
Knowledge	<ul style="list-style-type: none"> • Contract management. • Confident and competent in the use of technology with the ability to adapt to new equipment, software, systems and processes. • Good working knowledge of best practice electronic file management systems. 	<ul style="list-style-type: none"> • Knowledge of the Church of England and its structures.

Skills	<ul style="list-style-type: none"> • Excellent written and oral communication skills, including the ability to adapt your style to suit different audiences. • Advanced IT skills, including expertise in PowerPoint, Excel, Word, Outlook and file management systems. • Excellent organisational and planning skills, with the ability to respond flexibly to rapidly changing and conflicting priorities that impact staffing, resources and deadlines. • Strong negotiation and contract management skills. • Tenacious approach to the delivery of high quality services and support. • Ability to solve problems through a pragmatic approach. • Ability to summarise information concisely and clearly, tailored to respective audiences. • Proven attention to detail and accuracy. • Highly competent in the use of technology with the ability to adapt to new IT equipment and software. • Advanced IT skills, including expertise in PowerPoint, Excel, Word, Outlook and file management systems. 	<ul style="list-style-type: none"> • Project managements skills.
Behaviours	<ul style="list-style-type: none"> • Ability to establish credibility and respect and build strong working relationships with wide range of colleagues. • A high level of flexibility and adapts quickly and positively to changing priorities; understand and appreciate different perspectives. • Good listening skills and ability to respond appropriately. • Ability to work on own initiative as well as being a team member. • An approach to work that is characterised by commitment and energy. • A willingness and ability to step out of comfort zone and take action where guidance is not always available, but where trust is assumed. 	<ul style="list-style-type: none"> • Confidence in moving between the professional and the pastoral, and knowing which is appropriate when, as befits the office of a senior bishop in the Church of England • A 'can do' attitude and sense of humour, with an ability to be flexible during the peaks and troughs of the workload

	<ul style="list-style-type: none"> • Good levels of self-awareness and a commitment to professional development. • A commitment to our diocesan values, summarised as: <i>We trust, We hear, We value each other, We collaborate, We invest, We nurture spiritually.</i> 	
Personal	<ul style="list-style-type: none"> • In sympathy with the aims and mission of the Church of England. • A high level of integrity and discretion, ability to handle confidential information with diplomacy and sensitivity. • A warm and open demeanour and collaborative working style. • Presents a professional and positive image at all times. • An ability to work with a wide range of people of all ages and backgrounds. 	<ul style="list-style-type: none"> • A personal Christian faith and passion to contribute to and engage in fellowship with others.