



DIOCESAN BOARD OF FINANCE

JOB PROFILE

JOB TITLE: Receptionist and Health and Safety Officer

ACCOUNTABLE TO: People Advisor

KEY RELATIONSHIPS:

- Database and DBS Administrator
- The People Team
- Director of Business Planning and Head of Property
- Other Diocesan employees
- Clergy and Parish Officers
- Visitors and other members of the general public

BACKGROUND

The Diocese of Leeds came into existence at Easter 2014 following the dissolution of the former dioceses of [Bradford, Ripon & Leeds](#), and [Wakefield](#). It covers the whole of West Yorkshire, the western part of North Yorkshire, and small parts of South Yorkshire, Lancashire, and County Durham. The diocese has 656 church buildings.

The following information is furnished to assist staff joining the Diocese to understand and appreciate the work content of their post and the role they are to play in the organisation. However, it must be noted that whilst every endeavour has been made to outline all the duties and responsibilities of the post, this document does not permit every item to be specified in detail. It must also be noted that this job description may be reviewed from time to time, in conjunction with the post holder.

Our Values

The Diocesan values, Loving, Living, Learning, are vital to the way we encourage equality, diversity and inclusion in our workplace. We aim to:

- **Love** God, the world and one another.
- **Live** in the world as it is, but, drawn by a vision of something better, we want to help individuals and communities flourish,
- **Learn** when we get things wrong, by listening and growing together.

The Diocese of Leeds is proud to be a Living Wage Employer.

JOB DESCRIPTION

MAIN DUTIES AND RESPONSIBILITIES

Overall Purpose

- Providing reception and administrative support within the diocesan office.
- Ensuring the maintenance of equipment and smooth running of the building.
- Following and leading on health and safety regulation compliance within the diocesan office.

Reception

- Welcoming all visitors in a friendly, approachable and professional manner and ensuring they sign in and out of the building.
- Offering hospitality to visitors.
- Dealing with enquiries at the reception, over the telephone, and via email.
- Receiving and sorting all incoming post and forwarding to the correct recipient in a timely manner.
- Dealing with outgoing correspondence and ordering post supplies.
- Ensuring a thorough handover with others working on reception and providing cover where possible in their absence.
- Keeping the ground floor, including the reception area, store cupboards, meeting rooms, and kitchen area, clean and tidy, and complying with Health and Safety regulations.
- Managing the online meeting room booking system.
- Setting up all meeting rooms in a timely manner.
- Managing meeting room equipment, supporting with meeting set-up, and showing staff how to use it when necessary.
- Organising catering for meetings.
- Managing the online car park booking system.
- Ensuring that all staff and visitors of all abilities are able to access diocesan services.
- Supporting with the social life of the office including ensuring the smooth running of office events, attending Social Group meetings, supporting with administration for the group, and publicising events.

Administration

- Supporting with recruitment administration at the request of the People team.
- Taking minutes, photocopying, sending letters and emails, and undertaking other administrative duties at the request of the People Advisor and members of the Senior Leadership Team.
- Electoral roll; dealing with enquiries and preparing, distributing and collecting forms, then inputting data into the system.
- Supporting with a wide variety of office administration, including meeting bookings to support the Senior Leadership Team.

Office and Building Management

- Maintaining stationery and hospitality supplies as appropriate.
- Managing confidential documents that are collected for shredding externally.

- Opening the building on a daily basis, when required.
- Ensuring the maintenance of the building and office equipment including the lift, printers, and hot taps, by contacting the relevant suppliers, and escalating to the Director of Business Planning and Property when necessary.

Health and Safety Officer

- Know the Health and Safety Regulations as far as they concern Church House, York Place, Leeds, LS1 2EX.
- Know the Health and Safety Policy and arrangements in place, and ensure that they are observed, reviewing the policy and practices when required.
- Ensure that safety equipment is provided.
- Ensure that all equipment and tools are properly maintained, are kept in good condition, and that all operators have received the appropriate training.
- Ensure that adequate fire-fighting equipment is available and maintained.
- Be a trained fire warden, including being about to roll call using an evacuation list, and inform off-site SLT of any incidents when required
- Be trained in physical first aid, ensure the maintenance of appropriate first aid supplies, and ensure that accident reporting procedures are followed as per the H&S policy.
- Ensure that staff follow guidance for safe storage and disposal of their own food, and where outside caterers supply food, it is consumed on the same day to avoid food waste and not stored overnight on the premises but disposed of.
- Ensuring staff's health and safety, first aid, fire warden, and any other relevant training is up to date.
- Maintain all appropriate health and safety signage throughout the premises.

This job description provides a guide to the duties and responsibilities of the post and is not an exhaustive list. The post holder may be asked to undertake any other relevant duties and responsibilities appropriate and commensurate to the post.

Person Specification

(E – Essential criteria, D = Desirable criteria)

| | Sections | | E/D |
|---|--|---|--|
| 1 | Skills, knowledge and aptitudes | <p>The Receptionist and H&S Officer should be able to provide evidence of the following:</p> <ul style="list-style-type: none"> • Customer service experience. • Experience of administration, front of house, or office management duties. • Have the ability to produce meaningful reports. • Good organisational and time management skills. | <p>E</p> <p>D</p> <p>E</p> <p>E</p> |
| 2 | Qualifications, Training and Experience | <p>The Receptionist and H&S Officer should have:</p> <ul style="list-style-type: none"> • Maths and English GCSE or equivalent. • IOSH Managing Safely qualification. | <p>E</p> <p>D</p> |
| 3 | Personal Attributes | <p>The Receptionist and H&S Officer should:</p> <ul style="list-style-type: none"> • Have good interpersonal and organisational skills. • Have the ability to influence others. • Have the ability to proactively manage workload. • Be sensitive to the different culture, traditions and activities within the parishes of the Diocese. • Have the ability to work collaboratively. • Have the ability to relate to a wide range of people and organisation. • Have the ability to ensure own personal and professional development. | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| 4 | Disposition and Attitude | <p>The Receptionist and H&S Officer should have:</p> <ul style="list-style-type: none"> • Empathy with the faith and mission of the Church of England. • The aspiration to reflect the Diocesan values in both personal and professional conduct and communication with colleagues, diocesan stakeholders and other contacts. | <p>E</p> <p>E</p> |
| 5 | Special Requirements | <p>The Receptionist and H&S Officer should:</p> <ul style="list-style-type: none"> • Have a flexible working approach to be able to provide front of house cover during office opening hours. | <p>E</p> |