**Job description**

**Title:** Office Administrator

**Salary:**  £9.90ph or £12,355.20 p.a.

**Hours**: 24 hours per week, Monday - Friday

**Accountable to:** Micah Executive Director

**Location:** Liverpool Cathedral

Job Summary:

You will work as a member of the Micah Liverpool team. The main aim of the role is to manage and maintain databases for all of Micah Liverpool activity including Volunteer Programme, foodbank & Community Markets. The post holder will be responsible for contacting Recruitability programme participants predominantly via telephone but also face-to-face and through email. You will assist in the management of all social media accounts for the programme across a variety of platforms as well as maintaining Micah Liverpool website.

The right candidate will be someone who is a great ambassador with exceptional customer service skills and enjoys working with other team members and the wider team in the Cathedral.

**Key daily tasks:**

* Be enthusiastic and professional and deliver a high standard of customer service
* Display a positive “can do” attitude and look for more efficient ways of working
* Contacting volunteers by phone, e-mail or face-to-face
* Manage Data for Foodbanks, Recruitability Programmes and Community Markets
* Completing questionnaires and feedback forms with volunteers
* Recording questionnaire data with a high level of accuracy
* Manage/Maintain databases
* Provide data to support funding reports and funding applications
* Manage and maintain website
* Recording personal details of volunteers
* Transferring paper-based information over to databases
* Assisting with social media on platforms including Twitter, Facebook and whootsuite
* Maintaining confidentiality and handling sensitive information
* Maintaining a tidy working environment for both colleagues and customers
* Demonstrate excellent communication skills when interacting with colleagues, partners, members of the congregation and visitors and at all times act as the Cathedral’s ambassador
* The post holder will undertake other relevant duties as may be requested from time to time and commensurate with the role

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Liverpool Diocese and Cathedral are committed to treating our whole community with dignity and respect. We desire to represent diverse identities within our community whether this be by race, culture, religion, sexual orientation, gender, disability or social background of each person to ensure they fulfil their potential within a proactive, loving and caring environment.

Encounter Liverpool Cathedral

Liverpool Cathedral is a place of spiritual and cultural significance for the city and region of Liverpool. From its foundation in the early part of the 20th century it has existed as community and building built by the people, for the people to the glory of God.

Liverpool Cathedral is more than an iconic Grade 1\* listed building. It’s a vibrant, active place that the people of the city, regions and world encounter in many ways. So alongside those who come for one of our daily worship services, people may encounter us for a gala dinner or a school trip. A tourist may visit us or we could be hosting an awards ceremony or graduations. People encounter us in many ways. But in each way, we hope they encounter a warm welcome and sense of God.

As part of their visit we believe everyone will encounter:

* Inspiring Christian worship
* A breathtaking experience
* A community committed to justice and mercy
* A safe, generous place in joy and sorrow
* A dynamic community of staff and volunteers
* A God who knows and loves you.

Working for Liverpool Cathedral will bring you into a community that seeks to make those encounters happen. You will be someone who can subscribe to, and live out, our values of excellence, dynamic, integrity and inclusive. You will have the benefits of working in a landmark building with colleagues who are serious about the work life balance with generous holiday allowances and access to an Employee Assistance Programme. We have a strong working partnership with the Diocese of Liverpool bringing extra support to our activities.

For more information about Liverpool Cathedral go to [www.liverpoolcathedral.org.uk](http://www.liverpoolcathedral.org.uk)

**Liverpool Cathedral Values**

Our values underpin the culture of working for Liverpool Cathedral, they are:

**Integrity:** This means we act honourably and truthfully and display consistency of character. We show respect to all recognising how we speak and act affects others. We uphold high standards and are accountable for our behaviour.

**Inclusivity:** This means we actively co-operate with one another and value our differences and solve problems by listening and finding solutions together, always treating everyone fairly and promoting participation. We create a culture of warmth and belonging, where everyone is welcome.

**Excellence:** This means we go that ‘extra mile’ and follow through on our commitments and consistently deliver the highest quality of service to all. We demonstrate professionalism and have high expectation of each other being committed to teamwork, sharing knowledge, resources and skills.

**Dynamic:** This means we actively embrace change, welcome progress and display enthusiasm, passion and enjoyment for our work. We are innovative, open minded and willing to adapt; and we use our drive and commitment to energize, engage and inspire others.

Person Specification

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| **Criteria**  | **Essential/****Desirable**  |
| **Qualifications:*** NVQ Level 2 or equivalent
 | Essential |
| **Knowledge & Experience:*** Experience of managing and maintaining database
* Previous experience in monitoring role
* A basic understanding of “Social Justice”
* Experience using Microsoft Office Packages specifically Access & Excel
* Knowledge of Social Media platforms
* Awareness of Health & Safety
* Data Processing experience
* Experience of community engagement
* Experience of food aid provision
* Experience in Employability support
* Awareness of Safeguarding and assessing risks
 | Essential EssentialEssentialDesirableEssentialEssential EssentialDesirable Desirable DesirableDesirable |
| **Skills & Abilities:*** An ability to prioritise a variety of jobs
* Able to communicate effectively with diverse people
* Excellent organizational and team coordination abilities
* A pleasant, outgoing personality
* Ability to work as a member of team
* Ability to work alone and unsupervised
* Ability to work well under pressure
* Problem-solving skills
* Ability to multitask and work across multiple projects
 | EssentialEssentialEssentialEssentialEssentialEssentialEssentialEssentialDesirable  |

The post holder must be in sympathy with the aims and ethos of the Church of England. The post holder must also fully support the Values of the Diocese of Liverpool/Liverpool Cathedral.