

## DIOCESE OF EXETER

Grow in Prayer I Make New Disciples I Serve the People of Devon with Joy

### ROLE DESCRIPTION

DETAILS	
Role Title	Diocesan People Assistant Adviser
Department	People and Safeguarding
Reports to	Director – People and Safeguarding
Salary/Rate	£24,000-£28,000 FTE (dependent on experience)
Contract Type	Part-time
Hours	21.75 hours per week (0.6FTE)
Normal Place of Work	The Old Deanery, The Cloisters, Exeter, EX1 1HS with the expectation of travel throughout the county of Devon (including Plymouth and Torbay) and the possibility of remote working arrangements by agreement.
Responsible for	N/A
Date of Issue	February 2020
NATURE OF WORK	
<p><b>Role Purpose:</b></p> <p>In conjunction with the Director – People and Safeguarding:</p> <ul style="list-style-type: none"> <li>Provide People services and general advice in respect of ecclesiastical office holders beneficed, licensed or holding permission to officiate in the Diocese<sup>1</sup>. This will involve advising and leading on less complex aspects of People (HR) for members of the clergy from ER casework (absence, discipline, capability, grievance), to resourcing and restructurings.</li> </ul>	

<sup>1</sup> Most Clergy in the Church of England are office holders. Legislation giving effect to the extension of certain employment rights to clergy created 'common tenure'; the means by which clergy hold appointment whilst remaining their office holder status. With common tenure there are certain rights and responsibilities e.g. to a statement of terms and conditions of employment, the right to annual leave, the right to make a claim to an Employment Tribunal for unfair dismissal, the duty to undertake Ministerial Development Review and to participate in Continuing Ministerial Development.



- Provide People support for parishes, benefices, Mission Communities and related organisations and partners.
- Support and promote the wellbeing of clergy.
- Support change initiatives by working closely with ecclesiastical office holders to identify problems and the solutions needed, through to practical delivery and implementation.
- Provide management information on clergy People issues.

### Key Aspects of Role:

The People Adviser role requires a high degree of proficiency across the domains of:

- Human Resources expertise, skills and knowledge.
- Project management expertise, skills and knowledge.
- Building strong relationships with ecclesiastical office holders, parishes, benefices, Mission Communities, senior managers and employees across the Diocese of Exeter.
- Supporting case work including grievance.
- Implementation of policies and organisational processes.
- Travel and working independently.

The Assistant Adviser will be required to apply for a regular disclosure certificate from the Disclosure and Barring Service in connection with this role.

Some travel may be involved due to the geographical location of colleagues.

### Key Relationships:

The job reports to Director – People and Safeguarding and will work closely with:

- Mission and Ministry Team
- Ecclesiastical Office Holders and to be the single point of contact for all Counselling and Wellbeing queries and for the provision of data as and when required
- Safeguarding Administrator
- Finance Team
- People Assistant
- Personnel at Church House
- Third party training, wellbeing and pastoral care specialists and resourcing suppliers

Role Area	Main Duties and Responsibilities
People Advice	<p>In conjunction with the Director – People and Safeguarding:</p> <ul style="list-style-type: none"> <li>▪ Act as a technical advisor to ecclesiastical office holders, parishes, benefices and Mission Communities offering professional and accurate guidance and direction at all</li> </ul>



	<p>levels of the diocese on People, common tenure, employee relations and employee engagement operationally.</p> <ul style="list-style-type: none"> <li>▪ Formally and informally advise and support on issues of competence, discipline, grievance, absence and wellbeing.</li> <li>▪ Support DP&amp;S with and implement disciplinary matters and deal with grievance and performance issues.</li> <li>▪ Provide support and technical advice to deaneries, parishes, mission communities and chaplaincies on People issues relating to day to day People issues, through the application of policy and best practice.</li> <li>▪ Build and maintain strong relationships with ecclesiastical office holders, parishes, benefices and Mission Communities in order to ensure that the People Team adds value to the organisation and helps it to meet its strategic objectives.</li> <li>▪ To solve less complex People related issues through the application of professional human resource knowledge and experience.</li> </ul>
People Support	<ul style="list-style-type: none"> <li>▪ To understand how the People team supports the wider objectives of the Diocese of Exeter.</li> <li>▪ To build and maintain strong relationships with colleagues across the Diocese of Exeter and the EDBF.</li> <li>▪ To support the Director – People and Safeguarding.</li> </ul>
Mission and Ministry	<ul style="list-style-type: none"> <li>▪ In conjunction with the Director of People and Safeguarding work with the Ministry and Ministry Team to promote the wellbeing of the clergy including:             <ul style="list-style-type: none"> <li>○ promoting the importance of wellbeing for and amongst clergy and employees.</li> <li>○ providing support, advice and consultation for clergy and their families on issues arising from the dynamics of parish life, particularly pastoral matters, organisational relationships, and situations of conflict - by phone, e-mail, correspondence, visits or meetings.</li> <li>○ continuing the evolution of Reflective Practice and pastoral/ development support groups for clergy.</li> <li>○ contributing to the continuing Ministerial Development Review programme as appropriate.</li> <li>○ meeting termly with the Mission and Ministry team for future planning, for review and to feedback current presenting issues to enhance organisational learning across the Diocese.</li> <li>○ Being the main point of contact for Clergy Spouse and Partners Panel.</li> <li>○ Researching and maintaining grants for use within the wellbeing space e.g. St Luke's for Reflective Practice</li> </ul> </li> </ul>



	<p>Groups.</p> <ul style="list-style-type: none"> <li>○ Accurately maintaining coaching, Reflective Practice Group and wellbeing databases.</li> </ul> <p><u>Hospitality:</u></p> <ul style="list-style-type: none"> <li>▪ Welcome visitors to the team and/or events</li> <li>▪ Assist with hosting training events: prepare coffee, sign in sheets, welcome participants, clear up.</li> </ul>
Appointing People	<ul style="list-style-type: none"> <li>▪ To support the Director – People and Safeguarding with the management of the Clergy Appointments processes.</li> <li>▪ To support and participate in the recruitment and interviewing of potential employees as required.</li> <li>▪ To ensure that the best people are always recruited by coaching managers in the most effective recruitment methods.</li> </ul>
Developing People	<p>In conjunction with the Director – People and Safeguarding and Mission and Ministry:</p> <ul style="list-style-type: none"> <li>▪ Shape the culture of the Diocese of Exeter by up-skilling and coaching managers on 'People' issues.</li> <li>▪ Coach individuals on both a 1:1 basis and in group training sessions to practically implement People policies in order to manage absence, discipline, capability and grievance issues.</li> <li>▪ Help drive leadership/skills development and resourcing practices to extend management capability especially in the areas of coaching and mentoring.</li> </ul>
Engaging People	<p>In conjunction with the Director – People and Safeguarding:</p> <ul style="list-style-type: none"> <li>▪ Conduct employee opinion surveys.</li> <li>▪ Effectively care for people by implementing wellbeing and pastoral care initiatives/services agreed by the Wellbeing and Pastoral Care Panel.</li> </ul>
Culture	<p>In conjunction with the Director – People and Safeguarding:</p> <ul style="list-style-type: none"> <li>▪ To help drive thinking on how to further develop a culture which supports diocesan capabilities to realise strategic goals including the ambition to be a great place for ecclesiastical office holders and employees to serve and work.</li> <li>▪ Ensure that the EDBF and diocese operate within employment law and other relevant regulations.</li> </ul>
Employee Relations	<p>In conjunction with the Director – People and Safeguarding:</p> <ul style="list-style-type: none"> <li>▪ Support employee relations initiatives, including minute taking at disciplinary/grievance meetings and ensure these are typed up within 5 days of the meeting.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Ensure the diocese is protected against litigation, by providing guidance to clergy, line managers and employees in relation to People employment processes and procedures.</li> <li>▪ Advise on both short and long term absence cases, and with Occupational Health advice, aid managers to address absence confidently and manage issues of capability and performance.</li> <li>▪ Support the Director with work with external legal counsel on employee relations issues as and when required.</li> </ul>
People Information Management	<ul style="list-style-type: none"> <li>▪ Use the Clergy Data System to produce Monthly/Quarterly Operational data.</li> <li>▪ Provide information and reports on key People analytics, managing up to date personnel records, tracking and reporting on issues.</li> <li>▪ Ensure relevant People information is made available in a timely way for the Directors of – People and Safeguarding and other key personnel.</li> <li>▪ Keep accurate notes, correspondence and records and place on file as appropriate.</li> <li>▪ Ensure information management systems and policies are adhered to, including Social Media, GDPR and Data Protection Act 2018.</li> <li>▪ Maintain confidentiality at all times.</li> </ul>
Generic Responsibilities	<ul style="list-style-type: none"> <li>▪ Challenge to ensure what is fair, equitable and reasonable.</li> <li>▪ Assist in the implementation of diocesan change initiatives where appropriate.</li> <li>▪ Support the Director – People and Safeguarding on project work, carry out research and assist with case management.</li> <li>▪ Undertake duties that may reasonably be expected.</li> <li>▪ Be consistent with the diocesan values.</li> </ul>
Safeguarding	<ul style="list-style-type: none"> <li>▪ Ensure all Diocesan Safeguarding Policies and procedures are adhered to.</li> <li>▪ Own safeguarding training to Leadership Level C2.</li> <li>▪ Safer Recruitment training and adherence to the Safer Recruitment policy and process.</li> <li>▪ Any additional training and awareness relating to the specific sensitives and responsibilities of the People Assistant adviser role.</li> <li>▪ Work with Director People and Safeguarding to ensure stay up to date with safeguarding issues as they affect own area of work.</li> </ul>

Equality and Diversity	<ul style="list-style-type: none"> <li>▪ Role model inclusive behaviours in day to day working practices.</li> <li>▪ Work in accordance with diocesan policies of equal opportunity.</li> </ul>
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## PERSON SPECIFICATION

The following areas outline what qualifications, training, experience and technical abilities the applicant will need to demonstrate.

	Essential	Desirable
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>▪ Degree level or equivalent.</li> <li>▪ Chartered Member of the CIPD.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Other relevant professional qualification desirable.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Recent People (HR) advisory experience in an employee focused role or function.</li> <li>▪ Experience of collaborating with individuals in a professional environment such as financial or legal services or a large charity/public sector organisation.</li> <li>▪ Experience of working in a complex organisational structure.</li> <li>▪ Experience and knowledge of good HR practice.</li> <li>▪ Experience of committee administration.</li> <li>▪ Experience of using automated HR systems.</li> </ul>	
<b>Technical</b>	<ul style="list-style-type: none"> <li>▪ Strong working knowledge of employment law issues and the ability to apply these to a variety of situations using a pragmatic and common sense approach.</li> <li>▪ Able to quickly and accurately develop own expertise in less familiar specialist areas (e.g. ecclesiastical law, safeguarding practice, Common Tenure, clergy terms and conditions of service).</li> <li>▪ Able to oversee and manage challenging case work, taking detailed meeting notes, preparing reports, and making recommendations to senior personnel (BSM and SMT).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Strong experience and understanding of human resource policies and practices within the Church of England legislative provisions.</li> <li>▪ Understanding of Church of England law and practice concerning Common Tenure and terms of service for office-holders.</li> <li>▪ Understanding of how the belief systems which shape the life of the Church may affect safeguarding work in</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Numerate, with proven administrative and organisational skills.</li> <li>▪ Excellent written skills including minute taking, writing official documentation and record keeping.</li> <li>▪ Confident use of technology and HR systems.</li> <li>▪ Work with accuracy and attention to detail for data and employee file management</li> <li>▪ Excellent IT skills, including knowledge of Microsoft Office.</li> <li>▪ Design skills using Indesign or similar software.</li> </ul>	the context of the Church of England.
<b>General Requirements</b>	<ul style="list-style-type: none"> <li>▪ Welcome visitors and receive incoming enquiries and telephone calls, dealing promptly and courteously with enquires.</li> <li>▪ Ensure all health and safety instructions are followed and that care is taken to ensure safety for self and colleagues, reporting concerns immediately.</li> <li>▪ Good understanding of the Church of England, its parochial system and the wider organisation of the diocese.</li> <li>▪ Sensitive to the different cultures, traditions and activities within the Church, and work in a way which is consistent with the Five Guiding Principles in the House of Bishops' Declaration on the Ministry of Bishops and Priests; maintain a consistent approach to clergy and non-clergy matters.</li> <li>▪ Commitment to anti-discriminatory practices within the Church of England's legal context.</li> </ul>	
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>▪ Committed to and confident in the aims and ethos of the Diocese of Exeter and of the mission and ministry of the Church of England.</li> </ul>	<ul style="list-style-type: none"> <li>▪ A living commitment to follow Jesus Christ.</li> <li>▪ Practising communicant member of the Church of England or of a</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving).</li> <li>▪ Ability to travel and work flexibly across the Diocese and within the Church of England as required.</li> </ul>	<p>church belonging to a member body of Churches Together in Britain &amp; Ireland or Churches Together in England.</p> <ul style="list-style-type: none"> <li>▪ An understanding of other Christian denominations and non-Christian faiths.</li> </ul>
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<div> <div>ROLE COMPETENCIES</div> <div> The following areas outline what strengths, attributes and behaviours the applicant will need to demonstrate. </div> </div>		
<div>Setting Direction</div>	<div>Seeing the Big Picture:</div>	<ul style="list-style-type: none"> <li>▪ Understand how own work and work of People Team services helps drive and support the strategic development the EDBF and the wider diocese.</li> <li>▪ Understand how parishes and Mission Communities are affected by and operate in differing socio-economic contexts across the diocese: urban, rural and coastal; areas of deprivation, ageing congregations etc.</li> <li>▪ Understand the responsibilities and activities of clergy, laity, parochial and Mission Community groups, statutory bodies, voluntary organisations and how they relate to People Services provision.</li> <li>▪ Be alert to emerging issues and trends which might affect areas of own work and impact provision of relevant and accurate services and advice.</li> <li>▪ Seek to expand, develop and share knowledge with the People Team, key personnel across the EDBF, clergy, laity and parochial officers in parishes and Mission Communities in the diocese.</li> </ul>
	<div>Changing and Improving:</div>	<ul style="list-style-type: none"> <li>▪ Encourage and promote ideas for change from across a wide range of people to improve overall performance of the team and oversee implementation where appropriate.</li> <li>▪ Work with others to identify areas for improvement, simplifying processes and streamlining procedures to deliver more effective and relevant People Team services.</li> <li>▪ Promote different ways of working with EDBF employees, clergy, laity, parochial officers, Mission Communities,</li> </ul>



Engaging People		<p>Statutory bodies, voluntary groups and organisations and other key personnel across the diocese.</p> <ul style="list-style-type: none"> <li>Clearly explain reasons for change to colleagues, clergy, laity, parochial officers and other key groups and volunteers and advise on how to implement those changes, supporting individuals with different needs adapt to change.</li> <li>Encourage an environment where colleagues, clergy, parochial officers, volunteers and service users know they can raise sensitive issues and challenge advice and decisions safely.</li> </ul>
	<b>Making Effective Decisions:</b>	<ul style="list-style-type: none"> <li>Understand own level of responsibility and authority within the role and empower others to make decisions where appropriate thus ensuring decision making happens at the right level and in a timely manner.</li> <li>Gather, analyse and assess a range of relevant and credible information from internal and external sources to support decision making.</li> <li>Gain accurate understanding of situations, including the needs and expectations of others to allow for the taking of managed risks to improve service delivery.</li> <li>Make decisions or give recommendations when needed, even when unpopular, involving others when appropriate. Ensure others are consulted to understand the impact of decisions on the recipients of People Team services.</li> </ul>
	<b>Leadership:</b>	<ul style="list-style-type: none"> <li>Ensure colleagues and key personnel have a clear understanding of the goals, activities, and timeframes of the People Team as they relate to People Team services provision, advice and support.</li> <li>Work closely with the Director of People and Safeguarding, People Assistant, Safeguarding Adviser, key personnel across the EDBF and external personnel and agencies and advise senior management in relation to areas of own expertise and responsibility.</li> <li>Proactively role model and promote high standards of safeguarding practice and behaviour in parishes and Mission Communities and in the workplace.</li> <li>Recognise, respect and praise the achievement and contribution of others; share enthusiasm for the work of the team and of key personnel and groups across the diocese, help to build a supportive and cohesive team and impact network across the diocese.</li> <li>Effectively manage conflict, misconduct and non-inclusive behaviours, raising any issues or concerns with senior managers where appropriate.</li> </ul>



Delivering Results	<b>Communicating and Influencing:</b>	<ul style="list-style-type: none"> <li>▪ Ensure effective written, verbal and IT communications within the People Team, and with key EDBF employees, external agencies and with clergy, laity and parochial officers in parishes and Mission Communities.</li> <li>▪ Ensure communications have a clear purpose and take into account individual needs, share information as appropriate and check understanding.</li> <li>▪ Communicate with others in a clear, honest and positive way to build trust and choose appropriate styles to maximise understanding and impact.</li> <li>▪ Listen to and value different ideas, views and ways of working, respond constructively and objectively to comments, questions and feedback both verbally and on paper.</li> <li>▪ Proactively manage challenging situations, exercising authority of role, using experience and technical expertise to bring people together and agree ways forward.</li> </ul>
	<b>Working Together:</b>	<ul style="list-style-type: none"> <li>▪ Build and maintain effective professional relationships with clergy, laity, PCCs, key EDBF personnel and key personnel from Statutory bodies, volunteer groups and others across the diocese.</li> <li>▪ Encourage joined up team work within own team and across the diocese. Collaborate and cooperate with key personnel to share information, resources and provide advice and support.</li> <li>▪ Invest time to develop and maintain the focus of the team, help create a positive team spirit, and remain approachable to colleagues.</li> <li>▪ Lead by example and make clear to all team that bullying, harassment and discrimination are unacceptable. Also exhibit diplomacy, tact, patience, flexibility and a sense of humour with the team and externally to the organisation.</li> <li>▪ Put in place wellbeing support and help colleagues when in need, and also consider own wellbeing.</li> </ul>
	<b>Developing Self and Others:</b>	<ul style="list-style-type: none"> <li>▪ Able to identify gaps in own skills and knowledge and of the team; take responsibility for developing relevant training and support for self and team.</li> <li>▪ Reflect on own work, continuously seek and act on feedback to improve own and team's delivery of quality services.</li> <li>▪ Ensure personal development plan objectives are set to address any gaps which affect the delivery of current and future work and ensure training objectives are achieved.</li> <li>▪ Take time to coach, mentor and develop other colleagues to support improvement of service delivery and succession planning.</li> </ul>



		<ul style="list-style-type: none"> <li>▪ Able to recognise signs of stress in oneself and in others and provide/seek the appropriate support.</li> </ul>
	<b>Managing a Quality Service:</b>	<ul style="list-style-type: none"> <li>▪ Develop, implement, maintain and review procedures, processes and services to ensure delivery of professional excellence within those services.</li> <li>▪ Work with senior management and key personnel across the diocese to set priorities, goals and timescales for service provision.</li> <li>▪ Understand the varying needs of the People Team, clergy, laity, PCCs, Local Authorities, Statutory bodies, other groups involved with parishes and Mission Communities to provide appropriate quality and timely advice and support.</li> <li>▪ Successfully deliver high quality People services provision and advice and help team work towards raising standards of safeguarding and People Team services provision.</li> <li>▪ Establish ways of eliciting feedback from key personnel and recipients of People services provision and advice and respond appropriately.</li> <li>▪ Advise on and/or adapt relevant policies, processes and procedures to improve quality and timely delivery People services provision as appropriate.</li> </ul>
	<b>Delivering at Pace</b>	<ul style="list-style-type: none"> <li>▪ Help keep the People Team focus on team goals and priorities and promote a culture of following the appropriate procedures to ensure results are achieved on time whilst still enabling innovation.</li> <li>▪ Maintain own levels of performance and ensure the most appropriate resources and information are available for EDBF employees, clergy, laity, PCCs, parishes and Mission Communities and other key personnel to use to do their job effectively.</li> <li>▪ Regularly review own and team's work against key goals and service delivery expectations and act promptly to reassess workloads and priorities when managing conflicting demands.</li> <li>▪ Allow colleagues the space and authority to meet goals, providing additional support where necessary whilst maintaining overall delegated responsibility.</li> </ul>