



---

<b>Job Title</b>	Business Support Officer, West
<b>Department</b>	West Region
<b>Location</b>	Bristol (Regional office) 3-4 days per week, 1-2 days working from home.
<b>Reports to</b>	Head of Region, West
<b>Salary</b>	£24,906 per annum plus pension and benefits
<b>Duration</b>	Permanent
<b>Normal Working Hours</b>	36 hours net per week

---

The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II\*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

### **Purpose of the job**

The Business Support Officer will provide comprehensive, proactive administrative support to the Head of Region and regional management team, enabling them to undertake their tasks effectively and efficiently.

The post holder will be responsible for regional and national administration including information and financial processing and the coordination of the regional office.

### **Key duties and responsibilities**

- a) **Head of Region and Regional Management Team support and coordination**

The Business Support Officer will provide administrative support to the Head of Region and Regional Management Team enabling them to make informed business decisions. The postholder will proactively support needs and will:

- Develop and maintain efficient systems to ensure that all relevant information is readily available.
- Collate information and report on performance on a monthly, quarterly and six monthly basis.
- Plan and ensure practical arrangements for regional management team meetings are in place.
- Ensure the agenda and supporting papers for regional management team meetings are produced, collated and distributed to agreed deadlines.
- Produce meeting minutes as and when required.
- Provide administrative support to the Head of Region.
- Contribute and support regional and national projects as agreed.
- Act as a key point of contact in the region, dealing with enquiries or ensuring they are assigned to the relevant individual and resolved.
- Manage the events booking process in the region and support the regional team to maximise event and income generation.

#### **b) Information management**

The Business Support Officer will act as the regional knowledge and information management champion and ensure information and data flows within and across the team and within the Trust. The postholder will:

- Support and assist regional colleagues to maintain and update information and data on central systems, including databases (CRM), the shared drive and the website working with national teams to ensure consistency, reduce duplication and improve accuracy.
- Maintain regular and on-going liaison with the regional team and national office to ensure effective communications, act as a 'regional hub' for the dissemination and retrieval of information.
- Participate in national working groups to ensure systems are in place, decisions enacted and quality maintained.
- Champion effective knowledge management and sharing within the region and throughout CCT.
- Maintain accurate and up to date physical and electronic records, following agreed protocols and systems.
- Support the induction and training of new staff on information management systems and procedures.
- Working with the regional management team assist with the preparation and distribution of regional performance reports as required.
- Monitor and report on the regional travel and expenses budget.

### **c) Regional office coordination**

The Business Support Officer will play a key role in ensuring the smooth and efficient running of the regional office and will:

- Respond to and liaise with the national office concerning information requests, public enquiries and all other relevant information requests regarding the region, ensuring excellent customer service in all areas.
- Ensure the efficient functioning of the regional office facilities, premises and equipment.
- Add administrative capacity to the team by managing office and home based volunteers.
- Coordinate the office
- Budget reporting
- Act as the office first aid appointed person and fire marshal lead
- Undertake any other administrative tasks reasonably required

### **d) Administrative lead on national initiatives**

The Business Support Officer will support the Head of Region, West with their national responsibility in implementing the Health and Safety Policy and will:

- Prepare and distribute Health and Safety performance reports.
- Support colleagues to provide information in a timely manner.

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

### **Additional information:**

#### **Pre-employment credit check**

For compliance purposes, any offer of employment for this position is subject to a pre-employment credit check. This is because this role involves working with our finance systems and confidential information.

#### **Lone working**

This role involves regular lone working. We have lone working procedures in place to support all staff undertaking lone working.

#### **Mandatory training (for all roles)**

If successful, you will be required to complete mandatory compliance training including but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees

- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

## Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We also expect our staff to share this commitment.**

### Person Specification: Business Support Officer, West

	Essential Criteria	How this will be assessed
1	Educated to A level or equivalent with excellent spoken and written English	Application & Interview
2	Full UK Driving Licence	Application
3	Strong administration and information management experience ideally supporting geographically dispersed teams	Application & Interview
4	Experience of taking minutes and coordinating meetings	Application & Interview
5	Experience of managing, analysing and presenting data	Application & Interview
6	Proficient in the use of Microsoft Office Word, Excel and other software for data management.	Application & Interview
7	Experienced in customer care, including excellent verbal and written communication skills	Application & Interview
8	Strong organisational skills and the ability to prioritise a varied and extensive workload	Application & Interview
9	Demonstrates a practical approach to problem solving analyses. Takes accountability and knows when to engage managers for advice and guidance.	Application & Interview
10	Able to take the initiative, work with minimal supervision and is self-motivated.	Application & Interview
	Desirable Criteria	How this will be assessed
11	Interest in the Trust's aims and objectives	Application & Interview
12	Experience of implementing and monitoring a Health and Safety policy	Application & Interview

<b>13</b>	Knowledge of CRM and other databases	Application & Interview
-----------	--------------------------------------	-------------------------

### Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

### Employee benefits

- Membership of the Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- 20% staff discount on Champing at CCT sites

### To Apply

If you would like to apply for this role, please select [here](#) where you will be redirected to our recruitment system. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

If you have any queries, please contact us at [recruitment@thecct.org.uk](mailto:recruitment@thecct.org.uk)

The closing date for receipt of applications is **9am on Monday 20 March 2023**.

Interviews will be held on **Thursday 30 March 2023** in Bristol. Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email [recruitment@thecct.org.uk](mailto:recruitment@thecct.org.uk).

Churches Conservation Trust is committed to a policy of Equal Opportunities.

Churches Conversation Trust is not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.