

JOB DESCRIPTION



Job Title	National Office Coordinator
Team	Finance and IT
Location	Northampton
Reports to	Information Governance Manager
Salary	£19,487 per annum
Duration	Fixed term contract for 2 years
Normal Working Hours	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.

Overall job purpose

This role will support the organisation as we settle into our temporary office space in Northampton before we transition to our permanent office site at the Old Black Lion pub in Northampton.

You will oversee the day to day running of the national office and meeting spaces. Responsible for all office related administration and associated project work.

Key relationships

This role will interact with staff across CCT, particularly working closely with staff based in and accessing the national office.

Key duties and responsibilities

1. Office coordination

- Reception duties including providing a warm welcome to visitors and answering telephone and email queries.
- Maintaining a clean and friendly working space, ensuring the Clear Desk policy is adhered to by staff working in the office, stationery is ordered, machines are maintained, and the kitchen is stocked with amenities.
- Maintaining meeting room calendars and meeting rooms, supporting staff with the set-up of meeting rooms, arranging catering, and being available to troubleshoot IT equipment.
- Supporting HR with the coordination of interviews in the office and external L&D facilitators with set up for training sessions.
- Daily opening of the post and following post procedures including scanning invoices.
- Maintaining office files ensuring the secure storage and destruction of materials and confidential information in line with retention schedules and legislation.
- Supporting the IT team to manage the storage and chain of custody of ICT devices.

2. Administration support

- Providing support to the Finance team, including processing income received through the post, cash handling and banking following CCT's financial procedures.
- Providing support to a range of teams across the organisation with regular or project-specific office-based tasks, including Fundraising, Communications and teams in Operations and Conservation.
- Providing support with the digitising and archiving of CCT materials.

3. Health and Safety

- Support with Health & Safety compliance in the office and provide new starters with a H&S induction of the office.
- Act as a Fire Marshal
- Act as an Appointed Person for First Aid

N.B. 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)

Role specific mandatory training

If successful, you will be required to complete Fire Marshal and First Aid training.

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: Office Coordinator

Section 1. Essential Criteria

	Essential Criteria	How this will be assessed
	Ability to demonstrate a strong 'self-starter' approach to prioritising and managing workload	A, I
	Ability to manage multiple priorities, manage expectations and meet deadlines.	A, I, T
	Excellent customer service skills, with strong active listening skills, and a passion for delivering a high standard.	A, I
	Demonstrable strong written communication skills	A, I, T
	Strong IT skills including MS Office, especially Excel and the ability to support others with IT needs.	A, I, T

Section 2. Desirable Criteria

	Desirable Criteria	How this will be assessed
1	Previous experience in a similar role, such as administration, project support, or customer facing role.	A, I
2	Good understanding of compliance relating to GDPR UK and Health & Safety.	A, I

Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

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

How to apply

If you would like to apply for this role, please select the red 'Apply Now' button. 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.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **9am on Tuesday 27 September 2022**.

Interviews will be held on **Tuesday 4 October 2022** via **Zoom**. 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.