

**Administration Assistant – Information for Candidates**

**Background**

Guildford Cathedral is a sacred space and a community of people who engage with God and the wider world for the common good. We do this by being a warm hearted community open to God, to all, to growth and to transformation. Over 100,000 visitors come to the Cathedral each year and our Cathedral ‘community’ comprises thousands who feel close the Cathedral because of historical connection, the purchase of a brick in the 1950s, their membership of the worshipping congregations or staff and volunteers.

The Cathedral is led by the Dean with the Cathedral Chapter which is akin to a Board of Directors of charity trustees. The Chief Operating Officer leads the small lay staff and the Office Manager has overall responsibility for administration.

The Chapter wishes to appoint an Administration Assistant with effect from 10 September 2018 to assist the Office Manager in the smooth running of the Cathedral administration.

**Job Specification**

Job Title: Administration Assistant

Accountable to: Office Manager

Hours of work: 10.00 am – 2.00 pm (Monday to Friday) 20 hours per week

Occasionally weekend or evening working is required for which time off in lieu is given

Six month contract (10 Sep 18 to 10 Mar 19)

Main Terms and Conditions:£12,000 per annum, paid monthly in arrears in regular amounts every month.

The appointment is subject to the successful completion of a probationary period of 1 month during which employment can be terminated by one week’s notice by either party. Holidays pro-rata.

**Key Relationships**

* Office Manager
* Events and Visitor Engagement colleagues
* Cathedral Volunteers
* Visitors
* Cathedral Staff

**Key Tasks**

* To answer queries from callers, providing the first welcome and direction to all visitors.
* To respond to all general correspondence, emails and telephone calls in a timely and appropriate manner.
* To be first point of contact for the office equipment contractors, liaising with the providers and organising visits by engineers etc as required.
* To manage supplies of paper and small office items such as staplers, files, printer ink etc. ensuring that these are available when required for users whilst managing stock levels appropriately.
* To act as point of contact with the parking enforcement contractor, maintaining databases, dealing with requests for suspensions of parking enforcement, cancellations of Parking Charge Notices etc.
* To sort and distribute incoming and outgoing post as required.
* To be first point of contact for the postage franking machine, liaising with the provider to ensure the machine is fully functioning with appropriate funding levels apportioned at all times.
* To assist with Cathedral outreach events such as coffee concerts, family fun days, lectures, talks etc.
* To assist with the administration of Group Visits

**Skills and Attributes Essential (E) and Desirable (D)**

* Evidence of the interpersonal skills required to work with people of all backgrounds and to be able to provide a warm welcome to the Cathedral (E).
* Evidence of good communication skills, both written and oral (E).
* Evidence of ability to be well organised, a self-starter and not one to require constant supervision (E).
* Evidence of effective working as part of a team and also the ability to use own initiative when required (E).
* Evidence of competence in the use of Microsoft Word, Excel and Outlook. (E)
* To have sympathy with the ethos of the Cathedral (E)
* To be qualified in First Aid at Work (D) (training can be provided but evidence of aptitude for First Aid training will be required).
* Evidence of competence in the use of ThankQ or similar Customer Relationship Management systems (D)

**Recruitment Process**

**For an informal conversation about the post please contact the Deans PA, Emma Law, via email initially: deanspa@guildford-cathedral.org**

To apply for this post, please visit the Cathedral Website ([www.guildford-cathedral.org](http://www.guildford-cathedral.org)) and complete the application form provided. Please send this with a covering letter addressing the Key Tasks and Essential Skills and Attributes, as well as your CV, to [Dops@guildford-cathedral.org](mailto:Dops@guildford-cathedral.org) or Matt O’Grady, Guildford Cathedral, Stag Hill, Guildford GU2 7UP. Referees will not be approached without your consent. Applications will only be considered with a completed application form, CV and covering letter. Guildford Cathedral operates under a Safer Recruiting policy. Proof of eligibility for working in the UK will be required before appointing.

Closing Date: Friday 10 August 2018, noon.