

JOB DESCRIPTION

Job Title: Chaplaincy Operations Assistant

Grade: 3

Responsible to: Co-Ordinating Chaplain

Job Purpose:

Co-ordination and operational management of the Multifaith Chaplaincy service. Provision of administrative, information and reception support for the Volunteer Chaplains and Multifaith Chaplaincy facilities.

Main Duties and Responsibilities:

Management of the Volunteer Team

To coordinate the team of volunteer chaplains at an operational level:

- Support and encourage the team being aware of their volunteer status;
- Coordinate the chaplains' student and staff support appointments, managing booking systems and all related record keeping and assisting with referrals to other support when required;
- Keep the team informed of relevant meetings, events and training;
- Manage volunteer chaplains' absence;
- Manage and process the volunteer chaplains' expenses;
- Manage and process the volunteer chaplains' DBS checks;
- Gather interaction data for monitoring purposes, collate information and statistics for reports as required;
- Co-ordinate team meetings including the management of agendas and minutes.

Coordination of Chaplaincy Events

Coordinate the operational aspects of all chaplaincy events hosted by the co-ordinating chaplain and volunteer chaplains.

Coordinate the team's event booking systems, liaise with other FX Plus departments as required for room bookings, catering, external speaker approval, health & safety etc.

Design publicity, liaise with communication teams and use social media to promote chaplaincy events.

Reception Administration

Provide the first point of contact for students, staff and visitors visiting or contacting the Chaplaincy by responding in a timely and efficient manner to all enquires made:

- In person
- Via Compass Online
- By email
- By telephone/text/WhatsApp, and via social media.

Sort and prioritise all post and incoming mail, attending to business as advised and directed.

Manage promotional material, newsletters and other service material including websites.

Respond accurately to enquiries, referring to appropriate chaplains/teams/departments or other agencies, and/or information sources, knowing when to seek the assistance of line manager or other colleagues, and ensuring essential information is communicated promptly and accurately whilst adopting a friendly approachable manner.

Always demonstrate a strong customer focused attitude and adopt a flexible approach to service provision, being clear and patient in communication with all enquirers. Understand and be sensitive to cultural differences within our student and staff communities.

Coordinate the Multifaith Chaplaincy Facilities

Be responsible for the general maintenance of the chaplaincy facilities including ensuring hospitality supplies are well stocked, liaising with the Estates Helpdesk or other relevant staff when works are required.

Coordinate Health & Safety for the chaplaincy service as related to spaces. This may include fire warden and first aid duties.

Coordinate the chaplaincy out of hours bookings including making access arrangements, external speaker booking process and other practical details.

Administrative Support for the Co-Ordinating Chaplain

Book appointments with internal and external colleagues for the Co-Ordinating Chaplain and rooms for meetings as required.

Attend meetings of the Chaplaincy Supporters Group and other Chaplaincy organised meetings, prepare and manage all the necessary paperwork and produce minutes as required.

Liaise with visiting speakers and other external visitors, including arranging parking and providing directions and making all other necessary arrangements.

General Duties & Responsibilities

Be pro-active and able to work autonomously to manage and prioritise a diverse workload.

Promote team working and the sharing of good practice within the Chaplaincy Team and more widely across Student & Academic Support and to colleagues in other associated areas.

Support promotional work for the Chaplaincy, and other associated areas, across key activities such as open days, move in weekends etc.

Provide input to the continuous improvement of the service by identifying opportunities for more effective working practices within the Chaplaincy and other associated areas.

Contribute to process review, process change and improvement initiatives and contribute to wider Chaplaincy reviews and operational enhancements as required.

Understand and maintain student and staff confidentiality as necessary.

Work within the relevant legislation, policies and procedures.

Participate in the Annual Performance Development Review Process.

Actively support equality and diversity policies of Falmouth Exeter Plus.

Attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act. The post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertake other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

The post holder will be based in the Multifaith Chaplaincy at Penryn Campus but a degree of flexibility will be needed as they will at times be required to work and provide support at other locations, particularly Falmouth & Truro campuses.

It is a requirement of the post to be flexible with working hours to ensure services are fully operational including some requirement to work evenings and weekends, with notice.

PERSON SPECIFICATION

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	Essential Requirements	Desirable Requirements
Education / Qualifications	Graduate or equivalent experience.	
	Demonstrable administrative experience.	
Experience / Knowledge	Demonstrable administrative experience in a university or large complex organisation.	Understanding of the Higher Education Environment.
	Excellent IT skills with a good working knowledge of Microsoft Office.	Experience of working in a student or young people focused environment.
	Experience of working with volunteers.	Experience in a high-volume customer service environment.
	Knowledge of current legislation and implications for the service eg. Equality Act, GDPR	Experience in taking minutes and managing committee paperwork.
		Knowledge of or experience working in a religious/spiritual context.
Skills / Personal Requirements	Interest in and understanding of the religious/spiritual context.	Ability to work across different departments for positive effect.
	Comfortable working in an inclusive, diverse and multi-faith context.	Excellent communication and influencing skills in dealing with a diverse range of people / situations.
	Pastoral approach and working style.	Ability to quickly assimilate complex information and impart accurately.
	Ability to work independently, developing systems and finding solutions to operational issues.	Ability to work effectively with staff at all levels and to clearly communicate.