

## JOB DESCRIPTION



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<b>Job Title</b>	Business Support Officer, South East
<b>Team</b>	South East region
<b>Location</b>	National Office, Northampton
<b>Reports to</b>	Head of Region, South East
<b>Salary</b>	£24,906 per annum
<b>Duration</b>	Permanent
<b>Normal Working Hours</b>	36 hours net per week

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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**

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.

The Business Support Officer will also provide an administrative support to the Director of Operations.

### **Key duties and responsibilities**

#### **Head of Region and regional management team support**

The Business Support Officer will provide administrative support, to the Head of Region and regional management team enabling them to make well informed business decisions. The post-holder will think proactively about the support needs and will:

- 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
- Provide administrative support to the head of region
- Contribute and support regional and national projects as agreed

### **Support to the Director of Operations**

The Business Support Officer will provide administrative support to the Director of Operations, including dealing with confidential and sensitive issues. The post-holder will:

- Support the day to day organisation of the Director of Operations' diary, making arrangements for meetings, accommodation and travel.
- Organise meetings chaired by the Director of Operations, ensuring agendas, supporting papers and minutes are produced, collated and distributed to agreed deadlines.
- Produce expense claims, including coding and submission.

### **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 post holder will:

- Support and assist regional colleagues to maintain and update information and data on central systems, including databases, the shared drive and the website working with central services 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
- Manage utility readings and submissions, and administer requirements for credits and operational issues.
- Participate in national working groups and forums 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

### **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:

- Act as a key point of contact in the region, dealing with enquiries or ensuring they are referred appropriately and acted upon
- 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.
- Manage the regional support budget and obtain best value for money
- Organise regional meetings, working with the head of region to prepare the agenda and meeting papers, and writing and distributing minutes of the meeting

- Manage the events booking process in the region and support the regional team to maximise event and income generation
- Undertake any other administrative tasks reasonably required

### **Administrative lead on national initiatives**

The post holder will act as the national administrative lead in:

- Support for the Director of Operations, regions and National Delivery Group
- Supporting the Head of Region in the national Community Fundraising strategy
- Support to process improvement group projects, data protection implementation and trustee tour

**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:**

#### **Lone working**

This role involves occasional 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, South East**

**Section 1. Essential Criteria**

	<b>Essential Criteria</b>	<b>How this will be assessed</b>
1	Significant administration and information management experience ideally supporting geographically dispersed teams	Application & Interview
2	Experience of taking minutes and preparing for meetings	Application & Interview
3	Experience of collating data into reports and report writing	Application & Interview
4	Possess excellent customer care skills	Application & Interview
5	Strong organisational skills and the ability to prioritise a varied and extensive workload	Application & Interview
6	Effective oral and written communication skills	Application & Interview
7	Excellent Microsoft Office and typing skills	Application & Interview
8	Able to take the initiative, work with minimal supervision and is self-motivated	Application & Interview
9	Show a practical approach to problem solving	Application & Interview

**Section 2. Desirable Criteria**

	<b>Desirable Criteria</b>	<b>How this will be assessed</b>
1	Knowledge of CRM and other databases	Application & Interview
2	Exhibit a strong affinity for the work of the Trust	Application & Interview

**Information on assessment methods**

<b>Code</b>	<b>Assessment method</b>	<b>This means...</b>
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 'apply now' to begin your application. 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 Monday 18 July 2022**.

Interviews will be held on **Wednesday 27 July 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](mailto:recruitment@thecct.org.uk).