



JOB DESCRIPTION

Job Title	National Office Administrator – Maternity Cover
Team	Finance and IT
Location	Northampton
Reports to	Director of Finance and Commercial
Salary	£23,600 gross per annum
Duration	Fixed term contract for 14 months
Normal Working Hours	36 hours net per week

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 National Office Administrator will support the organisation from our National Office. The role will initially be based in our temporary office space in Northampton, moving to the new National Head Office in Northampton on opening, expected calendar quarter one of 2025. They will provide key administrative support to central teams, including:

- Communications
- Conservation
- Fundraising & Membership
- Finance
- Human Resources
- Information Governance & ICT

This support will enable teams to undertake their tasks effectively, efficiently, and promote a quality experience for our supporters. The post-holder will develop relationships across CCT in supporting teams, maintaining a proactive, dynamic workplan in support of central operational requirements and national initiatives.

They will be the primary point of contact for the National Office, coordinating the day-to-day running of the office and meeting spaces. The post holder will have responsibility for all office related administration and associated project work.

Key relationships

Director of Finance and Commercial
Head of Finance
Senior Fundraising Officer
Communications Manager

Key duties and responsibilities

National Administration support

- Handling incoming post and deliveries, following post procedures including scanning invoices
- Processing income received through the post, cash handling and banking following CCT's financial procedures
- Compilation and mailing of membership packs, member communications and other campaigns on behalf of the Fundraising team
- Supporting HR with the coordination of interviews in the office and external L&D facilitators with set up for training sessions
- Support the Communications team in fulfilling web store orders
- Mailings of collateral and business materials to regional colleagues
- Supporting the ICT team to manage the storage and chain of custody of ICT devices
- Maintaining office files ensuring the secure storage and destruction of materials and confidential information in line with retention schedules and legislation
- Providing support with the digitising and archiving of CCT materials, uploading to the electronic document and records management systems.
- Provide logistical and administrative support in moving the head office from the current temporary premises to the newly opening premises in Nothampton, expected calendar quarter 1 2025
- Provide administrative support to the quarterly cycle of trustee meetings, including papers preparation, distribution and minute taking.

National Office coordination

The National Office Administrator will ensure the smooth and efficient running of the National Office and will:

- Provide a warm reception to visitors, as well as answer telephone and email queries.
- Maintain 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.
- Maintain meeting room calendars and meeting rooms, supporting staff with the set-up of meeting rooms, arranging catering, and being available to troubleshoot ICT equipment.
- Liaise with site operator as primary point of contact.

Health & Safety

The post holder will ensure that site Health and Safety requirements are delivered to a high standard, by:

- Perform workplace inspections and arrange any remedial actions or works
- Providing new starters with a H&S induction of the office
- Act as a Fire Marshal, maintaining relevant compliance records.
- Act as an Appointed Person for First Aid, maintaining relevant compliance records.

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: Business Support Officer (National)

Section 1. Essential Criteria

	Essential Criteria	How this will be assessed
1	Ability to demonstrate a strong 'self-starter' approach to prioritising and managing workload	A, I
2	Ability to manage multiple priorities, manage expectations and meet deadlines.	A, I
3	Excellent customer service skills, with strong active listening skills, and a passion for delivering a high standard.	A, I
4	Demonstrable strong written communication skills	A, I
5	Strong IT skills including MS Office, especially Excel and the ability to support others with IT needs.	A, I

Section 2. Desirable Criteria

	Desirable Criteria	How this will be assessed
6	Previous experience in a similar role, such as administration, project support, or customer facing role.	A, I
7	Good understanding of compliance relating to UK GDPR 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 generous 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
- subscription allowance to a professional body
- 20% staff discount on Champing™ at CCT sites

How to apply

If you would like to apply for this role, please [visit our recruitment portal](#). 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 22nd July 2024**.

Interviews will be held on **Friday 26th July 2024** in person at **Northampton office**. Please note that the interview dates have been specifically chosen according to the availability of the panel.

If you have any queries about this role and would like to have an informal chat, please email Chris Denmead, Director of Finance and Commercial at cdenmead@theccct.org.uk

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@theccct.org.uk

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 licensed sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.