



DIOCESE OF ST DAVIDS

JOB DESCRIPTION: Administration & Care of Churches Officer

Grade: £32,658 - £36,049

Location: Diocesan Office, Abergwili, Carmarthen

Working Hours: Full Time (34 hours per week), Monday to Friday

This is an office-based position requiring regular attendance at the Diocesan Offices to ensure effective communication, timely support to applicants and stakeholders, efficient administration of committee processes, and the consistent delivery of diocesan service standards.

Reporting To: Administration & Property Manager

JOB PURPOSE

To provide a professional, responsive and efficient administrative service supporting the work of the Diocesan Advisory Committee (DAC), Fabric Advisory Committee (FAC), Churches & Pastoral Committee (CPC), and wider diocesan property and church care functions.

The post-holder will act as the primary administrative contact for clergy, church officers, volunteers, applicants, professional advisers and committee members, ensuring that all enquiries, applications and correspondence are managed efficiently, accurately and transparently.

A central feature of the role is the delivery of an excellent applicant experience through proactive communication, timely updates, effective record management, appropriate use of technology and automation, and a commitment to continuous improvement.

The post-holder will be expected to uphold clear service standards, ensuring that correspondence is acknowledged promptly, committee decisions are relayed efficiently, and applicants remain informed throughout the application process.

KEY RESPONSIBILITIES

1. Administration of the DAC, FAC and CPC

To act as Secretary to the Diocesan Advisory Committee (DAC), Fabric Advisory Committee (FAC) and Churches & Pastoral Committee (CPC).

Key responsibilities include:

- Maintaining committee membership records and ensuring effective communication with members.
 - Preparing agendas, reports and supporting papers.
 - Collating and distributing committee documentation within agreed timescales.
 - Attending meetings and producing accurate minutes and action records.
 - Monitoring and progressing actions arising from meetings.
 - Maintaining effective communication between committees, diocesan officers and applicants.
 - Arranging site meetings and consultations as required.
 - Supporting Committee Chairs in the effective discharge of their responsibilities.
 - Ensuring all statutory consultation requirements and diocesan procedures are followed.
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2. Applicant Support and Case Management

To provide a high-quality, applicant-centred service for all faculty, fabric, property and church care matters.

Responsibilities include:

- Acting as the principal point of contact for applicants and parish representatives.
- Providing guidance on diocesan policies, procedures and application requirements.
- Reviewing submissions to ensure completeness prior to committee consideration.
- Managing and monitoring applications throughout their lifecycle.
- Maintaining regular communication with applicants regarding progress and timescales.
- Ensuring that requests for additional information are issued promptly.
- Supporting applicants in a courteous, respectful and professional manner.
- Identifying and addressing obstacles which may delay progress of applications.

The Diocese recognises that many applicants are volunteers serving their churches and local communities. The post-holder will therefore ensure that all applicants are treated with professionalism, courtesy, transparency and respect at all times.

3. Communication, Service Delivery and Stakeholder Engagement

To maintain effective working relationships with:

- Clergy, church officers and other representatives.
- Archdeacons.
- Members of the DAC, FAC and CPC.
- The Diocesan Chancellor.
- The Diocesan Registrar.
- Surveyors, architects and other professional advisers.
- Local authorities, Cadw and statutory consultees.
- Members of the diocesan staff team.

Responsibilities include:

- Providing accurate and timely information.
 - Managing correspondence efficiently and professionally.
 - Promoting confidence in diocesan processes through clear communication.
 - Ensuring consistency and accuracy of information shared with stakeholders.
 - Maintaining a customer-focused approach to service delivery.
 - Compliance with all diocesan policies and procedures
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4. Records, Data Management and Compliance

To develop and maintain accurate records relating to:

- Faculty applications.
- Church buildings and property matters.
- Quinquennial inspections.
- Committee decisions and recommendations.
- Health and safety requirements.
- Diocesan Board of Finance property responsibilities.

Responsibilities include:

- Maintaining accurate electronic and paper records.
 - Operating application tracking and monitoring systems.
 - Producing reports and updates for committees and senior staff.
 - Ensuring compliance with Data Protection legislation.
 - Monitoring deadlines, actions and outstanding matters.
 - Supporting audit and governance requirements through accurate record keeping.
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5. Quinquennial Inspection Programme

To administer and coordinate the diocesan programme of quinquennial inspections.

Responsibilities include:

- Maintaining inspection schedules.
 - Liaising with inspecting architects and surveyors.
 - Monitoring completion of inspections and receipt of reports.
 - Recording recommendations and required actions.
 - Maintaining up-to-date property records and compliance information.
 - Producing reports on inspection status and outstanding actions.
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SERVICE STANDARDS

The post-holder will be accountable for maintaining the following minimum standards:

Correspondence and Enquiries

- All correspondence, enquiries and applications to be acknowledged within **five working days** of receipt.
- All enquiries to receive either a substantive response or a progress update within **five working days**.
- Applicants to receive clear communication regarding the next stages of the process and likely timescales.

Applications and Committee Processes

- Committee papers to be prepared and distributed within published deadlines.
- Committee decisions and recommendations to be communicated to relevant diocesan colleagues within **five working days** of the meeting or confirmation of the decision.
- Applicants to be informed of outcomes, next steps and any further requirements within **five working days** of decisions being confirmed.
- Application records to be maintained accurately and updated promptly.

Documentation and Reporting

- Minutes, reports and correspondence to be prepared accurately and within agreed timescales.
- Records and databases to be maintained to a high standard.
- Status reports to be available when required for committees and senior management.

Customer Service

- Stakeholders to be treated with professionalism, respect & courtesy at all times.
 - Communication to be clear, transparent and supportive.
 - Systems and processes to be administered in a manner which inspires confidence and trust in diocesan governance.
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PERSON SPECIFICATION

Essential

- Significant experience in administration, case management or customer service delivery.
- Excellent organisational skills with strong attention to detail.
- Excellent written and verbal communication skills.
- Experience of administering meetings and preparing agendas, reports and minutes.
- Strong IT skills, including Microsoft 365 applications and database systems.
- Ability to manage competing priorities and meet deadlines.
- Ability to work independently and use initiative.
- Excellent interpersonal and stakeholder management skills.
- Commitment to delivering a high-quality service.
- Demonstrable ability to improve systems, processes and working practices.
- Professional, courteous and customer-focused approach.

Desirable

- Experience within a church, charity, heritage or public sector environment.
- Knowledge of faculty, planning or property-related processes.
- Experience of workflow management systems and process automation.
- Ability to communicate through the medium of Welsh.
- Full driving licence and access to a vehicle.

SUCCESS MEASURES

The post-holder will be expected to demonstrate innovation, initiative and a commitment to improving both the applicant experience and the efficiency of diocesan administration, via.

- Prompt and professional handling of enquiries and applications.
- Consistent achievement of service standards and response times.
- High levels of accuracy in reports, records and correspondence.
- Effective communication with applicants and stakeholders.
- Continuous improvement of systems and processes.
- Positive feedback from clergy, volunteers, applicants and committee members.
- Transparent and efficient administration of diocesan committee processes.

This role is central to ensuring that the Diocese provides a professional, transparent, timely and supportive service to churches, clergy, volunteers and applicants, whilst maintaining robust governance and effective stewardship of church buildings and property.