



Diocese of Westminster

<u>Job profile</u>	Office Manager for Safeguarding
<u>Location:</u>	Vaughan House, SW1
<u>Reporting to:</u>	Safeguarding Coordinator
<u>Job Purpose:</u>	Office Manager to provide administrative support of the highest quality to the Safeguarding Department.

Principal Duties and Responsibilities - Safeguarding Administrative Services

Working closely with the Episcopal Vicar for Safeguarding, Chair of the Safeguarding Commission and Safeguarding Coordinator, this role is responsible for leading, managing and developing Administrative team members as well as role modelling participatory leadership across the whole diocese. In addition to their direct supervisory responsibilities, you will indirectly influence how the safeguarding team is viewed internally and externally. This in turn impacts on how this role will interact with internal and external stakeholders.

The post holder will need to be able to:

- Demonstrate an inclusive, enabling and participatory leadership approach with individuals and teams working within the diocese.
- Initiate, develop and implement systems, identify opportunities for continuous improvement, challenge existing procedures and support employee engagement and development, including appraisal.
- Initiate, develop and implement systems, procedures and practices that ensure full regulatory compliance, in particular in the maintenance of records.
- Role model and promote a culture which values team members, colleagues and employees of agencies which the safeguarding teamwork with.
- Provide reflective supervision which includes both challenge and support and is responsive to team members diverse learning needs and professional experience.
- Actively support and encourage learning and development for individual team members and teams including the provision of coaching and mentoring support.
- Identify and address any concerns with the quality of employee performance at individual, team or service, ensuring that all diocesan policies and processes are followed.
- Be prepared to challenge and address any breach of professional values, ethics and/or codes of practice including seeking support or specialist advice when required.
- Monitor, oversee and support workforce development in order to continuously improve the quality of support for people who use the safeguarding service.
- Promote and contribute to a learning culture across the diocese, and able to demonstrate the values and behaviours of the diocese at all times.

KEY ROLE A: Maintenance of accurate records

- Develop and maintain a highly organised and digitally stored administrative system for the Safeguarding Service that is up to date and easy to access.
- To implement and maintain procedures/office administrative systems.
- To produce weekly communication bulletins in order all staff are aware of visits and appointments.

- To manage the correspondence, complaints, queries from all stakeholders in a timely and precise manner that instils confidence and professionalism.
- To ensure all data is maintained in accordance with GDPR regulations.
- To oversee the management of archiving of casework files.
- To ensure qualitative and quantitative analysis/data reports are produced for the Safeguarding Commission and Trustees on all aspects of the work of the Safeguarding Service.

KEY ROLE B: Administrative Support to the Safeguarding Coordinator and Caseworkers

- To be responsible for administrative support to the Safeguarding Coordinator as requested. This to include organising and following up all meetings, taking and distributing records
- To oversee the inputting and updating of information regarding the Safeguarding Service on the diocesan website.
- To prepare and produce letters, presentations and reports, in support of the Safeguarding Coordinator
- To provide administrative assistance to the Safeguarding Caseworkers
- To ensure all software packages used across the Safeguarding Service are harmonised and accessible.
- To help manage the staff recruitment and appraisal system.
- To organise the ordering of stationary; furniture; hardware or software packages; food and drink when required.

KEY ROLE C: Relationship management and management of staff

- Support and facilitate collaborative working relationships within the Safeguarding Team.
- Manage staff responsible for the Safe Recruitment and DBS Service, ensuring a high-quality service delivering within agreed timescales.
- Manage administrative staff, including administrator responsible for Training and Safeguarding Commission, ensuring a high-quality service delivering within agreed timescales.
- Support and facilitate collaborative working relationships with all Diocesan departments, and with Parishes.

KEY ROLE D: Financial

- To manage correspondence and communication on financial matters.
- To assist the Episcopal Vicar for Safeguarding and Safeguarding Coordinator in Annual budget management process.

KEY ROLE E: Line Management

- Line managed by the Safeguarding Coordinator.

Person specification: Office Manager for the Safeguarding Service

Contract Type: Permanent

Salary: £36,000 per annum

Hours of work: 35 hours per week (9am to 5pm Monday to Friday)

Experience & Competences required:

- An understanding of, and sympathy with, the social and moral teachings of the Catholic Church.
- Desirable experience as a PA to an executive and as a manager of staff.
- Ability to demonstrate excellent organisational skills, able to prioritise and meet deadlines.
- Ability to produce qualitative and quantitative data reports.
- Ability to work with complete discretion and confidentiality.
- Ability to demonstrate outstanding communication skills.
- Ability to act as the interface between the public and the Safeguarding Service, offering sympathy in helping resolve issues raised by individuals.
- Ability to project a friendly, professional manner, both in person and on the phone.
- Ability to demonstrate a calm and highly organised manner towards their work.
- Ability to demonstrate initiative and forward thinking in regard to future CPD and conferences.
- To be mainly based in Vaughan House in carrying out designated duties. Hours of duty 9 am – 5pm Monday to Friday with occasional evening and Saturday work.
- Ability to work under pressure with confidence, enthusiasm, flexibility and responsiveness to change.
- Good time management and ability to motivate staff around them.
- Advanced experience of Microsoft Office packages, including excel.
- Willingness to undertake further work related training.
- Excellent standard in English and Maths.

KEY ROLE H: Health & Safety:

- Ensure appropriate policies are in place for all H&S related issues within the Service.
- Ensure compliance with diocesan strategy in conjunction with HR is met.

N.B This is not intended to be a comprehensive description of the duties of the post. The post holder may be required to undertake other related duties as required.

Our Diocese Values

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance & Love.**

Competence

We strive to achieve total competence in all that we do – as an employer and as the administrative support function to our parishes, agencies and schools we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those that we serve.

Reliability

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistency excellence in service. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

Honesty

We will act with integrity, truthfulness and straightforwardness at all times. We will challenge when appropriate and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

Perseverance

We shall always demonstrate a steady persistence in every course of action – we will be tenacious disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenge. We shall be persistent in our pursuit of continuous improvement and excellence and will demonstrate determination, tenacity and integrity in everything that we do.

Love

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion – we will value each other and celebrate colleague's success; we will support, provide care and compassion for those who need it and be relied upon to be competent, reliable & honest.