



# Diocese of Westminster

<b>Job Profile</b>	Pilgrimage Bookings Administrator
<b>Department / Parish / Agency</b>	Pilgrimage Office
<b>Reporting to</b>	Chief Operating Officer
<b>Accountable to</b>	Pilgrimage Director for Lourdes
<b>Cost Centre</b>	PIL
<b>Location / Address</b>	Vaughan House, 46 Francis Street, London, SW1P 1QN
<b>Management of</b>	n/a
<b>Contract type</b>	Fixed term for 7 months
<b>Hours</b>	35 hours per week
<b>Salary</b>	£28,000 per annum
<b>Job reference number</b>	573-PIL

## **Job Purpose:**

To provide first class administrative and operational support to the Pilgrimage Office. The successful candidate will play an important role in ensuring the effective administration and handling of data in the pilgrimage office and also to provide support to pilgrimage leads whilst on pilgrimage.

## **Principal duties and responsibilities:**

Under the supervision of the Pilgrimage Director, the Pilgrimage Bookings Administrator will be responsible for processing data within the pilgrimage office.

- Receive and respond to queries, provide general information about the Lourdes diocesan pilgrimage.
- Be a first point of contact before and during the pilgrimage, performing duties as required.
- Manage all enquires either first hand or by passing to the right person in the team.
- Provide information and assistance to prospective pilgrims and volunteers, managing any difficult or unusual enquiries, keeping the director informed.
- Ensure effective communication with tour operators, pilgrims (sick and ordinary), volunteers and others as required.
- Record, process and facilitate bookings for all pilgrims (collect passport information, process payments etc.).
- Issue all paperwork (including but not limited to: ATOL certificates, invoices etc...) to the pilgrims within 48 hours of accepting the booking
- Manage volunteer applications and references as required.
- Manage volunteer applications database.
- Maintain office records paying particular attention to confidential and sensitive records.
- Maintain database for volunteers and pilgrim mailing list for each pilgrimage.
- Record, process and facilitate medical records as required for pilgrims and all those who require medical assistance. Work in collaboration with the medical team to monitor and assess information relating to the assisted pilgrims.
- Monitor bookings and manage requirements e.g. volunteer assistance, wheelchairs etc, including those booking independently, monitoring and collecting affiliation fees.
- Allocate pilgrims to their chosen mode of transport and rooming lists for hotels, passing on the necessary details to Tour Operators in advance of deadlines set by carriers and hotels.

- Send passengers out their travel documents
  - Support the pilgrimage when in Lourdes with any administrative needs.
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## **Our Diocesan Values**

Catholic social teaching covers all spheres of life, whether economic, political, personal or spiritual. At the heart of Catholic social teaching are the four ethical values of love, truth, 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 and 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 we serve.

### **Reliability**

Because our parishes, agencies and schools rely on us to support them in the work that they do, we aspire to deliver excellent service with consistency. 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 and truth, and be straightforward in our dealings with others 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 challenges. We shall be persistent in our pursuit of continual improvement and excellence, and 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 colleagues' success; we will support, provide care and compassion to those who need it. We will be relied upon to be competent, reliable and honest.

**Person specification:**

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

<b>Skills/competence requirements</b>	<b>Essential/ Desirable</b>
Good literacy and numeracy skills.	E
Computer literate.	E
Ability to work independently and as part of a team.	E
Able to correctly prioritise tasks	E
Able to maintain accurate records.	E
Able to handle competing priorities and work under pressure, meeting tight deadlines.	E
Understand the need for confidentiality and discretion.	E
Sound communication skills.	E
Ability to handle challenging people and situations with sensitivity and in accordance with the values of the Catholic Church.	E
An aptitude for developing office systems and software.	D
Good knowledge of safeguarding and DBS procedures.	E
Knowledge of gift aid.	D
Willingness to learn new skills and rise to new challenges.	E
Willing to take responsibility for own training and self-development.	D
An understanding and sensitivity to the values, principles and ethos of the Diocese of Westminster and members of the Church in all aspects of their work.	E
The tenacity to work hard to achieve the best possible outcome.	E
<b>Experience</b>	
Three years' experience of pilgrimage/ tourism administration.	D
Experience using MS Word, Excel, Outlook, and Access.	E
An understanding of the Catholic Church and the part Pilgrimages play in the life of pilgrims.	E
Experience in minute taking.	D

**Other requirements:**

- This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service and the barred list will be checked for working with children and vulnerable adults.
- All employees of the Diocese are expected to work to promote the safeguarding of vulnerable groups. The above description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It may be amended from time to time, after consultation with the post holder. Any changes will be agreed in conjunction with the Head of Department.