



Diocese of Westminster

Job Title	Office and Property Manager
Department / Parish / Agency	Our Lady of Grace and St Edward's Parish, Chiswick
Reporting to	Parish Priest
Cost Centre	CHISW
Location / Address	247 Chiswick High Road, London W4 4PU
Management of	n/a
Contract type	Full-time permanent
Hours of work	37.5 per week, Monday-Friday, 8.30am-4.30pm or 9.00am-5.00pm (with 30 minutes unpaid lunch break).
Salary	£18 per hour
Job reference number	857-CHISW

Job Purpose:

To establish and manage effective administrative and office systems for the parish and its properties, and its twinned parish St Joseph's Grove Park, ensuring a well-organised and welcoming environment that supports the Parish Priest and his team in their pastoral, liturgical, ecclesial and community mission. Although based in Chiswick, the incumbent will be responsible for three sites and need to be familiar with them.

Principal duties and responsibilities under the direction of the Parish Priest:

1. Co-ordinate parish communications
2. Manage day-to-day administrative tasks
3. Manage hall and facility bookings (liaising with the Centre Manager), seeking new opportunities for rental
4. Aid the organisation of liturgical and other parish events
5. Manage/coordinate property and Health & Safety matters across three parish sites

1. Co-ordinate parish communications

- Act as the first point of contact in the parish office
- Greet all colleagues, clergy, volunteers and visitors in a pleasant, compassionate and professional manner, despite sometimes challenging circumstances
- Provide 1:1 support to other parish employees as required, e.g. when using HR Self Service portal
- Set out, type, proofread and print weekly newsletter
- Type and collate data for the parish newsletter, Mass sheets, liturgy books and notices
- Prepare Mass intention sheets and liturgy books as required
- Update parish noticeboards and the parish website as required
- Maintain databases for parish groups and general parish database

2. Manage day-to-day administrative tasks

- Assist with correspondence, typing and production of certificates as required by the Parish Priest
- Undertake diary management of parish appointments and events
- Order and arrange payment for all church and parish equipment
- Maintain office equipment and stationery supplies
- Maintain accurate records, ensuring an efficient filing system is maintained for parish correspondence that is in line with diocesan audit procedures
- Oversee the counting and banking process of the weekly and other collections, ensuring the implementation of all diocesan cash handling compliance protocols
- Submit the annual parish statistics to the Vicar General's office when requested
- Undertake any other ad hoc administrative duties as required
- Support the preparation of rotas for readers, counters, stewards and cleaners

- Manage the Gift Aid and Offertory Envelopes scheme, and the ordering of Christmas, Easter and November envelopes
- Update the Parish Data Record and prepare the GDPR audit as necessary
- Safeguarding - Support PSGR with DBS processing

3. Coordinate Parish Centre hall and facility bookings with the Parish Centre Manager and seek new opportunities

- Oversee the use of the hall during office hours, ensuring the space is tidy and welcoming
- Oversee the booking and day-to-day running of the various parish meeting rooms
- Send and confirm receipt of hall hire agreements, invoices, payment and receipt
- Manage and promote the parish hall and meeting rooms as valuable community and commercial assets
- Develop relationships with local organisations, businesses, and community groups to encourage regular bookings
- Explore and implement strategies for marketing the facilities, including online presence, signage, and outreach
- Ensure all bookings are managed efficiently, with clear contracts, invoicing, and safeguarding of parish interests consistent with diocesan protocols and policies

4. Organise and support liturgical and other parish events

- Take responsibility for the various parish baptisms, weddings and funeral registers, and deal with requests for information and certificates in line with diocesan, Bishops' Conference and national GDPR standards
- Prepare all correct paperwork for the ceremonies
- Support the Parish Priest in various activities and events, e.g. parish social or fundraising events, working alongside other staff and volunteers
- Undertake any ad hoc duties as required relating to this area

5. Manage/coordinate property and Health & Safety matters across three parish sites

- Complete weekly and monthly Health & Safety checks and recordkeeping
- Keep up to date on Health & Safety requirements as advised from time to time by the Diocese
- Liaise with the diocesan Property Services and contractors (surveyors, plumbers, electricians, etc) regarding repairs and maintenance to churches and associated buildings
- Undertake any ad hoc duties concerning property and Health & Safety as required
- Liaise with Estate Agents to manage church, halls and investment property spaces that are leased, let out on a regular or ad hoc basis, ensuring contracts are in place and all diocesan policies are adhered to, notably Safeguarding and Health & Safety, etc
- Assist the Parish Priest in completing the Property Services' annual insurance requirement survey and notify insurer of any updates required
- Ensure Insurance Certificates are prominently displayed across all properties as required. Report any incidents to Property Services and/or insurer as required

Our Values

Catholic social teaching covers all aspects 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.

We are person-centred and so we place human dignity at the heart of all that we do. 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 for excellence by continually developing the knowledge, skills, and expertise needed to best support our parishes, agencies, and schools

Reliability

We deliver consistent, high-quality service and can be trusted to fulfil our commitments, making a meaningful difference to those we serve.

Honesty

We act with integrity, fairness, and transparency. We build trust by taking responsibility for our actions, admitting mistakes, and committing to making things right.

Perseverance

We remain resilient, even in the face of challenges. We are committed to continuous improvement and show determination, tenacity, and integrity in all we do.

Love

We show our love through dedication to our parishes, agencies, and schools. We act with empathy, value one another, celebrate success, and offer care and compassion to those in need.

Person specification:

This section outlines the things you will need to be able to demonstrate to be 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 specifications:

Competencies	Essential/ Desirable
Excellent Written and Spoken English and Communication Skills: Able to communicate clearly and effectively, demonstrating kindness and respect towards all people as well as those serving the Diocese, i.e. employees, clergy, contractors etc. Close attention to detail when preparing written communication	E
Excellent Organisational Skills: Able to manage multiple deadlines and maintain attention to detail	E
Collaborative Teamwork: Proven track record of working effectively in teams, contributing ideas, and supporting others, and building positive relationships while also being able to take initiative and work unsupervised when necessary	E
Problem Solving: Able to approach routine challenges creatively and make informed decisions under pressure; knowing when to defer decisions to the Parish Priest	E
Adaptability and Flexibility: Comfortable with change, able to identify challenges and implement thoughtful solutions and adjust to new priorities and processes when needed	E
Experience	
Relevant experience as Executive Administrator/Office Manager	E
Experience working within a faith-based, non-profit, or charitable organisation	D
Technical Skills	
Intermediate Microsoft Office Software package (Word, Excel, Publisher) together with experience of using a content management utility (Wordpress) to update the parish website	E
Other Requirements	
Commitment to the mission and values of the Diocese of Westminster	E
Ability to demonstrate sensitivity and respect for diverse groups	E
A desire and commitment to work for the Catholic Church	D
Basic understanding of the Catholic Church, its teaching and structure	D

