

Derby Cathedral Chapter Job Description

Job Title: Diary Administrator

Reporting To: Commercial manager

Hours of Work: Full time - 35 hours per week

Location: Derby Cathedral & Centre, Iron Gate, Derby

Key Relationships: The role will work closely alongside the commercial manager, head of operations, the administrative team, clergy, vergers department, and volunteer team leaders.

Overall Purpose of Post:

To be responsible for the day-to-day management of the Cathedral and Cathedral Centre diaries, sensitively considering the requirements of the Cathedral's core mission as a place of worship. The role is very much 'hands on' and will involve a high level of collaboration with the whole Cathedral team to assist with running operations efficiently and effectively, demonstrating flexibility and responsiveness to changing circumstances. The role will include liaising with external agencies and stakeholders by phone, email and in person.

Principal accountabilities / responsibilities include (but not limited to):

- Being the person solely responsible for maintaining and co-ordinating the Cathedral & Cathedral Centre electronic diaries, as well as the Bridge Chapel and clergy residences. Present and distribute the diary at the operations meeting each week, making changes where appropriate and liaising with the Cathedral team to confirm bookings.
- Co-ordinate the use of rooms within the Cathedral Centre and provide customer service support while customers are onsite, ensuring that arrangements for rooms, equipment and hospitality are made.
- Collaborate with the Digital Marketing Officer to promote events and services.
- Create and distribute printed marketing materials, working with third party design agencies to produce events guides and exterior banners. Use the design tool Canva to create branded signage and posters for smaller in-house events.
- Collate and submit the PRS review each quarter for music performed within the Cathedral (PRS – Performing Rights Society).
- Co-ordinate visits and tours to the Cathedral, including educational visits.
- Support the Commercial Manager to coordinate all event details, such as seating plans and box office information, and distribute them throughout the cathedral event team and wider cathedral departments. Liaising with customers over email, telephone and in person onsite, ensuring that they receive the highest standard of customer service possible.

- Work with the Commercial Manager to oversee the hospitality team for concerts and events, ensuring staff receive sufficient training. Ordering and management of stock and producing basic statistical information.
- Prepare and manage the documentation needed to facilitate the Cathedral Operations Group meeting each quarter. Provide minutes and memos following each meeting.
- Receive and respond to any telephone or email queries effectively and efficiently, relaying any messages as necessary and dealing with enquiries as appropriate.

All roles at the Cathedral are 'hands on' in the sense that we cover all aspects of a post from design to delivery. In addition, the post holder will be expected to carry out any other duties which fall within the scope of the post but are not detailed in the above list. This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties and tasks. Duties will be reviewed with the post holder from time to time.

Person Specification

The successful candidate will have the following attributes:

Attributes	Description of requirement
Qualifications	Highly proficient use of all Microsoft Office software such as Word, Excel, Powerpoint, Publisher and Outlook. Proven ability to use databases, including a CRM system.
	Administrative experience.
	Experience of working in a public facing environment.
Essential experience	Demonstrable high quality customer service skills.
	A proven ability to coordinate diaries to a high specification, and to time including experience of coordinating systems and processes.
	A thorough understanding and direct experience of collaborative/team working including communications with third parties.
	Excellent verbal & written communication skills, with a high attention to detail.
	Able to plan effectively, work to strict deadlines and have good personal time management skills.
	Can identify and resolve issues in a proactive manner, being able to work autonomously.
	Experience of using Canva would be advantageous
Personal Qualities	Comfortable working in a Christian environment, and understanding of the ethos and values of the Church of England.
	Friendly, professional and positive manner, retains a positive and constructive outlook even in the face of difficulties.
	Committed to always delivering a high-quality and efficient service.
	Able to perform well in a busy and often pressured environment.
	Able to work across boundaries whilst respecting individual accountabilities and authority

Terms and Conditions

Remuneration	£21,840.00 per annum.
Pension	An employer pension contribution of up to 9% is made, with an employee contribution of 2.4%.
Working time:	The Diary administrator is expected to work 35 hours during the core working week.
Holidays:	25 days holiday per year, plus usual bank holidays.
Disclosure and Barring Service (DBS) Check	This appointment does not require an enhanced check from the Disclosure and Barring Service but does require safeguarding training.

To apply for the position, please complete and submit an application form, with a covering letter to:

Jessica Kilmurray, Head of Operations
Derby Cathedral Chapter
18/19 Iron Gate
Derby
DE1 3GP
jessica@derbycathedral.org

Please note a CV is not an acceptable substitute. Please use the above contact details if you have any questions about the role.

Closing date for applications: Friday 26th April 2024 at 12 midday

Interviews are planned for: Friday 3rd May 2024