JOB DESCRIPTION

Post: **Administrative Assistant to the Friends of Canterbury Cathedral**

Responsible to: This position reports to the Council of Friends and the Friends Management Committee through the Friends Secretary and Administrator.

Summary of post: To provide a friendly welcome to all visitors to the Friends' office, in person or by telephone and to deal efficiently with enquiries. To provide the administration for all aspects of the day to day running and record keeping of the Friends of Canterbury Cathedral.

PRINCIPAL TASKS

Tasks will be allocated to the post holder by the Friends Secretary and Administrator, these will include:

Dealing with office visitors and telephone enquiries:

- Being approachable at all times and being able to greet everyone with a smile
- Being able to deal professionally and efficiently with all telephone calls and queries
- Being able to deal with all the varied visitors and enquiries in such a way that they all leave satisfied with the service they received
- Taking phone calls from reception in Cathedral House

The administration of the Friends' membership including:

- Enrolling new members and issuing relevant paperwork
- Entering member information onto database, including payments, and Gift Aid
- Maintaining records
- Correspondence, including reminders and renewals
- Knowledge of Word and Excel
- General administrative and secretarial duties

Banking and book keeping:

- Handling cash and issuing of receipts
- Producing a Cardnet report every week for accounts
- Producing a monthly spreadsheet for collection box and desk safe donations
- Sending/ Logging CAF and standing order forms

Friends' Events and Trips:

- Assisting with the organising and record-keeping of events
- Keeping records of attendees, including payments and issuing tickets
- Assisting and attending events when required
- Designing tickets and booking forms for the events; administering the Eventbrite account

- Producing advice notes for trips away e.g. where to eat and what to see
- Booking coaches for trips away and organising their timetables
- Producing surplus and loss sheets for events
- Producing estimated Surplus and Loss sheets for events
- Working extra days to represent The Friends on Open Gardens, Open Evening, and Friends' events which may be out of office hours
- Designing and producing signs and pictures for displays on events
- Helping to organise and run Friends' Day with the Friends Secretary and Administrator
- Helping with the organisation and running of the Friends Christmas Dinner and Service
- Posting on the Cathedral Intranet about Friends events
- Publicising about competitions and raffles on the intranet
- Publicising about Friends event throughout the year

Mailings:

- Dealing with incoming and outgoing mail on a daily basis
- Assisting with seasonal mass-mailings whilst working with a team of Volunteers
- Copying documents for mass mailings
- Sending out Gift Aid requests
- Taking the mail over on a daily basis to Cathedral House to get franked
- Administering the Mail Chimp account

Volunteers:

- Checking the desk in the Cathedral once a day, taking responsibility for its stock, safe and appearance
- Cleaning the desk once a week
- Producing the register for Volunteers to sign in and out
- Producing a monthly timetable for Volunteers and send it out in the post
- Assisting in preparing *News from Number 3*
- Helping recruit and support a team of volunteers

Other:

- Covering the reception desk in Cathedral House when required
- Ensuring that the office is always staffed
- Organising online diary for the Friends department
- Make refreshments for meetings
- As an employee of the Dean and Chapter of Canterbury to fully endorse, understand and exercise the roles and responsibilities contained within Canterbury Cathedral's Health and Safety policy which is set out in the Staff Handbook
- To carry out any reasonable task required by the Dean and Chapter

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PERSON SPECIFICATION

The personal specification below indicates the qualifications, experience, knowledge and skills required to undertake the role effectively.

ESSENTIAL KNOWLEDGE AND SKILLS

- Qualified to at least GCSE English and Maths at Grade C or equivalent

- Some experience in a similar role
- A strong administrative background and keen eye for detail
- Excellent IT skills, especially in the use of Microsoft Outlook, Word and working knowledge of Microsoft Excel
- Experience of effective handling of cash
- A good command of written English
- Proven ability to work as part of a team
- Understanding of and sympathy with the aims and purposes of the Cathedral, its mission and ministry

DESIRABLE KNOWLEDGE AND SKILLS

- Have completed a full apprenticeship
- Experience in the use of databases in particular Excel and Access
- Knowledge of InDesign
- A valid First Aid Certificate

PERSONAL ATTRIBUTES

- Articulate with excellent communication and interpersonal skills
- Able to work unaided and multitask
- Well presented with excellent organisational skills
- Able to work flexible and extended hours when necessary

LOCATION

Canterbury Cathedral Precincts

GRADE

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EQUALITY STATEMENT

The Dean and Chapter recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.