A logo for a school

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**DIOCESE OF GLOUCESTER**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title | Education Team Assistant |
| Hours | 10 hours per week, during term time to be worked flexibly.  Attendance at the Education Team meeting on Monday mornings within our Gloucester offices would be essential (9.30am – 10.30am).  The remaining contracted hours of this position will be agreed between the post holder and the DDE and would need to include availability to respond to email on most days of the week in order that the diary management duties for the DDE can be carried out.  Hybrid working is preferred, but sufficient hours will need to be office based, preferably on a Monday to enable use of office facilities such as photocopiers essential to the role and to meet with colleagues where needed for tasks set by DDE. |
| Salary | Band 7 £12.77 - £13.65 per hour (FTE £23,245 - £24,840) |
| Contract | 1 year fixed term contract |
| Section/Team | Gloucester Diocesan Board of Education |
| Reporting to | Director of Education (DDE) |
| Date of issue | July 2025 |

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| **Overall Purpose of Post** |
| The overall purpose of this post is to provide high quality secretarial, clerical and administrative support to the Diocesan Director of Education, including diary management duties, and where required support other administrative functions within the Education Team. |

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| **Context in which Diocesan Jobs are carried out** |
| We want all our people to have good working experiences – and we seek to continually improve our working systems and arrangements. We welcome and encourage new ideas and suggestions about what we can do better. |

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|  | **Responsibilities and Accountabilities** | **Nature and Scope of Role** |
| 1. | **Diary Management** | -Provide diary management support to DDE, liaising as directed by DDE with colleagues within the Diocese, MATs and other organisations to book diary commitments in a way that ensures efficient and timely scheduling.  -Manage and coordinate the day-to-day diary of the DDE, including scheduling appointments, meetings, and events.  -Act as the primary point of contact for diary-related communications, both internal and external.  -Proactively anticipate scheduling conflicts and take appropriate action to resolve them.  -Monitor and respond to emails or meeting invitations on behalf of DDE, when required.  -Work collaboratively with other team members and departments to ensure smooth scheduling across teams.  -Maintain confidentiality and act with professionalism at all times. |
| 2 | **Other administrative support to DDE** | -Provide administrative support for DDE including photocopying, formatting of documents, note taking and ensuring up to date and accurate records are maintained.  -Liaise with service and resource suppliers under direction of DDE to obtain costings and other requested information. |
| 3 | **Additional Administrative Duties** | -Where capacity exists within working hours and under direction of DDE undertake additional administrative duties commensurate with paygrade to support wider administrative functions within the Education Team. This could include, for example, supporting the Team Administrator with preparation of course packs, greeting guests to courses and meetings or supporting the input of individual details into template letters following committee and panel decisions.  -Within agreed working hours, during periods of absence within the administrative team answer calls and emails and appropriately direct queries within the team to ensure appropriate responses are provided. |

**Generic Responsibilities**

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| 1 | To receive incoming enquiries and telephone calls, dealing promptly and courteously with enquiries, offering hospitality at meetings, and ensuring high quality customer service at all times. |
| 2 | To ensure that all health and safety instructions are followed, including specified training, and that care is taken to ensure safety for self and colleagues, reporting concerns immediately. |
| 3 | To ensure that all safeguarding policies and practices appropriate to the role are undertaken including specified training. |
| 4 | To contribute to the wider DBF environmental commitments as they relate to our working offices and practices. |
| 5 | To undertake other supportive tasks and roles as appropriate. |

**Person Specification for Education Team Assistant**

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| Attributes | Essential (or expected to train/qualify to that standard) | Desirable |
| General | The person appointed will have empathy with the Christian faith, as well as an interest in and desire to support the overall Christian mission of the Church of England in education  A high degree of confidentiality, trustworthiness, flexibility and organisation and the ability to multi-task  A willingness to deal helpfully, pleasantly and confidently with a variety of people | A good understanding of the Church of England and its aims, including knowledge of Diocesan structures  A good understanding of schools |
| Qualifications and Training | A high standard of literacy, numeracy and ICT skills |  |
| Experience | Experience of office systems, including email, databases, and a range of Microsoft packages (Word, Excel)  Organising, planning and prioritising work  Experience of working with or maintaining filing or information systems | Experience of working in a busy environment when making complex arrangements or taking a number of messages, calls etc |
| Knowledge, skills and abilities | Computer literate with a very good standard of written and oral communication.  Excellent typing, office management and project skills  Organised with a good eye for detail. Capable of delivering results to deadlines  Willingness to work within a team setting or on own and to take initiative and responsibility.  Confident telephone manner and good interpersonal skills. A team player. |  |