

Job Description and Person Specification

Job Title	Personal Assistant to the Bishop of Gloucester
Salary Grade	£31,459 per annum
Department	The Bishop's Office, Church House, 5 Denmark Road, Gloucester.
Hours	35 hours per week
Reporting to	Bishop of Gloucester

Context

The Rt Revd Rachel Treweek (Bishop Rachel) has served as the Bishop of Gloucester since 2015, making history as both the first female diocesan bishop and the first female bishop to sit in the House of Lords. She maintains an active ministry, engaging both nationally and within the diocese. She is also Anglican Bishop for Prisons in England and Wales. Her work in the House of Lords and in relation to prisons is managed by her Parliamentary and Policy Researcher, with whom the PA will need to liaise.

Bishop Rachel works closely with the suffragan Bishop of Tewkesbury, The Rt Revd Robert Springett, and is supported by a dedicated team, including her PA, Chaplain, and Administrative Assistant. The Bishop's Office is located at Church House, Gloucester, a new office space occupied by all diocesan staff. The PA shares an office with the Administrative Assistant and the Archdeacons' PAs.

Culture & Values

We expect that those who support the ministry of the Bishop of Gloucester are sympathetic to the Diocese's mission to share the transforming Gospel of Jesus Christ, so that people may know life in all its fullness.

We do this by supporting, enabling and equipping the Church of England in and around Gloucestershire.

The PA will be expected to build strong relationships with staff in Church House.

Our objective is to ensure every employee enjoys a positive work environment, and we are committed to continually improving our systems and practices. We invite and value ideas and suggestions for further improvement.

What You'll be Doing

Based at our office in Denmark Road, the Bishop's Personal Assistant plays a pivotal role in delivering efficient, proactive administrative support that ensures the effective daily operation of her office and the successful coordination of specific events and engagements.

Given the varied nature of the work, the successful candidate must be adept at addressing diverse enquiries, employing systematic approaches to work and problem-solving, and managing multiple priorities concurrently. This role offers exposure to a broad range of responsibilities and requires initiative to develop and maintain systems that enable the smooth management of the Bishop's commitments and office functions. It also involves continually responding to current issues whilst paying attention to forward planning and staying well ahead in the diary and with events.

The highest standards of confidentiality are essential, alongside the ability to consistently convey calm, carry out their work with a high level of relationality, and maintain a positive attitude and sense of humour. This position is based at Church House on Denmark Road in Gloucester.

Main Duties and Responsibilities

- Use a variety of senior administrative, secretarial and personal skills to help ensure the effective running of the Bishop's Office:
 - Responsible for the Bishop's diary on a daily, weekly, monthly and annual basis.
 - Planning ahead and ensuring that recurring annual events are scheduled, and that the diary reflects the Bishop's ongoing priorities within the context of her commitments and roles, the Church's calendar, and diocesan events, activities and services.
 - Taking responsibility to ensure that the Bishop's diary includes a day of rest each week, annual holiday and a retreat.
 - Preparing papers and all information needed for specific events/meetings, ensuring the Bishop is well briefed ahead of each week and sometimes daily, ensuring that information is comprehensive, accurate and timely.
 - Working closely with the Bishop's Chaplain and the Administrative Assistant on all the above.
 - Managing emails, drafting and preparing letters and correspondence, generally using a wide variety of IT packages to an excellent standard. Our primary software is the Microsoft Office suite.

- Communicating with others with a positive customer service approach.
- Manage and oversee logistics and arrangements required for external meetings:
 - Managing complex logistics for meetings both at the office and elsewhere.
 - Ensuring that appropriate colleagues, both centrally and locally, are aware of meetings and visits.
 - Providing briefings or arranging for them.
 - Liaising/supporting where reports, papers for meetings, action minutes or other paperwork/research are required.
 - Ensuring travel arrangements are secured (train bookings, tickets, driver booked, etc.).
- Maintain and develop positive working relationships with senior clergy, directors, and other colleagues:
 - Linking with colleagues at the Cathedral and in Church House, especially those who meet Bishop Rachel regularly.
 - Developing and maintaining excellent relationships with the administrative and secretarial support staff of senior clergy colleagues. Working particularly closely with the Bishop of Tewkesbury's PA, Archdeacons' PAs, Dean's PA and the Cathedral administrators on diary and processes.
 - Liaising closely with the Bishop's Parliamentary and Policy Researcher, including coordinating prison visits and other administrative tasks.
- Work with the Welcome and Hospitality Team to support social events as required, coordinating guests, speakers, resources and programmes.
- Liaising with the Bishop's Chaplain regarding the financial and budgetary implications of hospitality events, where applicable.
- Liaise with external charities and organisations:
 - Continuing good relationships with the different organisations to ensure effective communication.
 - Managing Bishop Rachel's diary to ensure attendance at key events within the calendar.
 - Providing Bishop Rachel with relevant updates and news from the different organisations.
- Liaise with the contracted gardeners and occasionally Church Commissioners staff or their agents regarding Bishopscourt.

- Undertake other pieces of work that fall within the overall scope of the Bishop's Office as a place of work, support, meeting and collegiality, working with the Bishop's Chaplain to manage the day-to-day needs of the office.
- Work with the Bishop's Chaplain, who has primary responsibility for the Office budget and finances, to support them in this work as required.

Person Specification

Essential

General

- Maintain courtesy and confidentiality with all people at all times.
- Inspire trust and credibility among internal and external stakeholders.
- A systems approach and a completer/finisher by nature.
- Excellent eye for detail and written accuracy.
- Excellent written and verbal communication skills with a wide range of people.
- A practical and pragmatic approach to tasks, remaining calm under pressure.
- Ability to seek out advice and guidance and ask for help.
- Motivated and confident.
- A sense of humour, a calm head, approachable and friendly.
- Willingness to learn new ways of working and suggest new ideas.

Knowledge/Experience

- The management/support of a busy office.
- Experience and proficiency in office administration.
- Creating and maintaining new processes, systems, bring forward systems, information systems and data inputting.
- Complex diary management.
- Understanding of GDPR/data management and processing.

Skills & Abilities:

- Able to organise own workload effectively and prioritise work plans.
- Comfortable working as part of a team or alone.
- An eye for detail.
- Can take responsibility for Health and Safety requirements and reporting.
- Excellent typing, office management and event organisation skills.
- Excellent IT skills in all aspects of Microsoft Office.

Desirable

- Experience using social media.
- Understanding of the Church of England's structure and practice (or able to learn quickly).

Key terms and conditions

Place of work

Church House, 5 Denmark Road, Gloucester, GL1 3HW.

Hours of work

8.30am - 4.30pm Monday to Friday (35 hours) with an hour's unpaid lunch break at a regular time each day.

Out of hours work

There are occasional events outside of regular office hours for which time off in lieu will be given.

Annual leave

25 days plus Bank Holidays, and the 3 days between Christmas and the New Year .

Probationary period

63 months.

Pension contributions

Non-clergy staff will be automatically enrolled into the in the Pension Builder 2014 Pension Plan (PB2014) in line with legislation unless they choose to opt out. Clergy already in the Church of England Funded Pensions Scheme (CEFPS) will have the option of either remaining in this scheme or joining the PB14 scheme. In addition to the employer age-related contribution, the employer also matches the employee contributions in whole percentages up to 3%. Employees enrolled into PB2014 will be automatically enrolled to contribute 3% of their pensionable salary. The employee can choose to increase or decrease their contribution at any time.