Job Description

Parish: Our Lady of Lourdes, Mickleover, with St Joseph, Derby

Job title: Parish Administrator – Churches and Social Centres

Purpose of role: Provide confidential administrative support to the parish priest and Catholic parish community, supporting two parish churches and two parish social centres. Manage event bookings and premises access, and attend meetings to take notes and prepare minutes.

Based at: 36 Uttoxeter Rd, Mickleover, Derby. DE3 9GE

Hours of work: 20 hours per week. Hybrid working arrangements will be discussed in more detail at interview.

Pay: £14.17 per hour

Line Manager: Parish Priest

Band: 3

Parishes' administration duties (not exhaustive):

- Handle parish enquiries by telephone, post, email and in person, responding professionally and referring matters as appropriate.
- Manage the parish diary with the parish priest, co-ordinating appointments, services, meetings and events across both churches and social centres.
- Monitor and maintain office stationery and administrative supplies.
- Handle sensitive and confidential parish enquiries with discretion, empathy and sound judgement.
- Co-ordinate repairs and routine maintenance across both churches and social centres, liaising with contractors, caretaking and grounds staff and the volunteer Facilities Manager.
- Prepare and publish the weekly parish newsletter, ensuring information is clear, accurate and timely.
- Maintain current and clearly presented information on parish noticeboards.
- Update and maintain the parish website and support parish communications through appropriate social media channels.
- Prepare and circulate rotas, liaising with parish volunteers to confirm arrangements.
- Maintain accurate parish records and submit required returns to the Central Support Team on time.
- Maintain and update parish registers accurately and confidentially.
- Administer baptisms, weddings and funerals, keeping the parish priest and relevant parties informed.
- Maintain the list of sick and housebound parishioners and support the administration of parish groups and activities.
- Administer requests for Mass intentions and foundation Masses in liaison with the parish priest.
- Maintain records of relevant licences and monitor renewal dates to help ensure they remain up to date.
- Support the recruitment and co-ordination of volunteers, providing supervision as required by the parish priest.
- Partake in meetings held by the parish priest and circulate agreed records.
- Provide other administrative support appropriate to the role as requested by the parish priest.

Social centres duties administration (not exhaustive):

- Co-ordinate administration of both parish social centres, maintaining welcoming, well-presented premises for parish activities and external hirers.
- Manage enquiries and event bookings for both social centres, maintaining accurate records and a co-ordinated diary.
- Promote the social centres for appropriate events, including weddings and corporate meetings, through local advertising, social media, personal contact and the parish website.

- Show prospective hirers around the premises and explain hire conditions, facilities, access and safety procedures, including fire exits and fire-fighting equipment.
- Confirm arrangements with hirers, monitor compliance with hire agreements, and handle queries and complaints professionally.
- Provide hall access for bookings, opening and closing when required, and co-ordinate regular users' key or keypad access.
- Arrange access to both churches and social centres for contractors, deliveries and authorised visitors as agreed with the parish priest or premises contact.
- Inspect social centres after use, check compliance with hire conditions, and report damage, cleanliness or operational concerns.
- Issue booking invoices, monitor payments, maintain financial records and arrange weekly handover of booking receipts for parish financial administration.
- Attend relevant meetings as a note taker and prepare accurate minutes and action records.
- Liaise with the cleaner and volunteers to arrange regular cleaning and servicing, including floors, and maintain presentation standards.
- Help ensure safe, tidy storage of furniture and equipment, appropriate heating settings and timely bin collections.
- Monitor and replenish cleaning materials, toilet rolls and personal protective equipment, and order requested bar stock.
- Maintain stock and equipment records, safety and environmental certificates, fire risk assessment records, fire-fighting equipment and first aid supplies.
- Co-ordinate weekly fire alarm and monthly emergency lighting tests at the social centres, keeping records and reporting faults.
- Report repairs and improvement needs promptly to the volunteer Facilities Manager and PCC; liaise with the parish priest and contractors as required.

Experience and qualifications required for role:

Previous administrative or similar experience, with the skills to support a Catholic parish across two churches and two social centres.

Essential skills and competencies:

- Proficient IT skills, including use of the Microsoft Office suite to prepare correspondence, maintain records and manage administrative information.
- Experience of using SharePoint to organise and maintain information.
- Experience of using social media to support communications and promote activities.
- Strong administrative, office and diary management skills, including the ability to co-ordinate event bookings and access arrangements across multiple premises.
- A professional, welcoming and approachable manner when supporting visitors, parishioners, volunteers and hirers.
- Excellent communication skills and a sensitive, patient approach to people of different backgrounds, ages and abilities.
- Ability to work independently, use initiative and maintain high standards, while contributing effectively as part of a team.
- Excellent planning and organisational skills, with close attention to detail and accuracy.
- Flexibility and adaptability in responding to changing priorities and the needs of parish life.
- Ability to prepare clear, accurate correspondence and reports, take reliable meeting notes, and produce minutes and action records.
- Willingness to learn and adopt new ideas, systems and administrative processes.
- Sound judgement: handle routine matters independently and refer issues for approval or advice when appropriate.

- Ability to maintain strict confidentiality and handle sensitive information with discretion.

Desirable skills and competencies:

- Education to A level or an equivalent qualification, or relevant experience in administration.
- Experience of working in an office within a business or charitable organisation.
- Knowledge of safeguarding and GDPR principles; training will be provided.

Personal attributes: Professional, approachable, reliable, conscientious and discreet.

Way of working: Work collaboratively as part of the team serving the Catholic parish, supporting the parish priest, volunteers and users of the two parish churches and two parish social centres.

Key Internal Contacts: Parish priest/line manager, parish volunteers, parishioners, PCC, volunteer Facilities Manager and Social Centre Cleaner. The role has no subordinate staff.

Key External Contacts: Central Support Team staff, diocesan insurers, appointed agents and advisers, suppliers and contractors, especially IT, communications and equipment support specialists, and diocese-wide professional services providers.

Diocesan of Nottingham