



THE CATHOLIC DIOCESE OF
ARUNDEL & BRIGHTON

Events and Meetings Administrator

Reporting to: Office and Facilities Manager

Full-time, Permanent, Based at The St Philip Howard Centre, Crawley

Salary: £22,000 to £25,000

The Events and Meetings Administrator (Formation Team) is responsible for providing administrative support for the events and projects undertaken by the Formation Team. The Formation team comprises a number of highly motivated expert Advisers, as well as the Episcopal Vicar for Formation and the Administrator. The Advisers, several of whom are part-time, have overall responsibility for the success of events and courses, but rely closely on the Administrator for all aspects of logistics and planning. The different Formation areas have their own Priest Advisers and some have the involvement of a lay Commission – a group of key volunteers who input into planning projects in the various areas of ministry.

This is a diverse and challenging role with a large number of stakeholders, and requires a flexible and communicative approach. A high degree of collaboration is required in order to support a vibrant and varied Formation team calendar – with attendee numbers ranging from around a dozen to 400. This is a full-time, office-based role (35 hours per week) – some evening and weekend work is required when the Administrator assists at out-of-hours events. Time off in lieu is given. The role is office-based in Crawley and requires liaison with colleagues onsite and working remotely and in parishes. During the first half of 2022 the role will be based in the Diocesan head office in Hove (due to an office refurbishment project), before relocating to the permanent base in Crawley (travel allowances will be given to access the temporary workplace in Hove).

The key relationships for this role are:

- St Philip Howard Centre Office & Facilities Manager
- Episcopal Vicar for Formation
- Social Action Adviser
- Inclusion Adviser
- Liturgy & Music Adviser
- Formation & Spirituality Adviser
- Youth Services Adviser
- Marriage & Family Life Adviser and Project Worker
- Parish and Commission contacts
- Bishop's Secretary
- Priest Advisers
- Head of Communications

- IT Manager
- COO and Executive Assistant

Formation is a vibrant and developing area of the Diocese: other key contacts may develop as projects evolve and change.

Responsibilities:

All administrative aspects concerning the Formation team are included in this role, as well as assistance to the Episcopal Vicar for Formation:

- To respond to telephone enquiries, politely and patiently and to refer to the relevant Adviser or department as necessary.
- To arrange meetings for the Episcopal Vicar for Formation with Advisers and other individuals and groups, including convening Commission meetings.
- To attend Commission meetings, producing brief minutes/action points as required.
- To receive, open and date Formation team post, ensuring that it is passed to the appropriate colleague.
- To support in the preparation and branding of written materials to be distributed electronically to parishes and shared online, ensuring that all materials are checked for branding compliance by the Head of Communications prior to publication.
- To maintain mailing lists and undertake electronic distribution of materials to parishes and groups as required.
- To compile and retain a record of consent forms held for recipients of various mailings, ensuring that emails are not sent to private individuals unless we have the relevant permissions; to seek advice from COO on GDPR consents where required.
- To liaise with parishes and individuals requiring printed materials and arrange for these to be produced and distributed.
- To participate in the procurement and storage of Formation team resources.
- To liaise with Advisers and the Office and Facilities Manager to maintain an online calendar of Formation events and courses, with the facility to sign up electronically.
- To comply with expectations regarding GDPR, Fairtrade, procurement and branding.
- To provide support in relation to Formation courses and events as follows:
 - Liaise with Advisers in advance of key events to identify logistical needs including venues, parking and access, and prepare accordingly.
 - Liaise with Office and Facilities Manager and others to complete an online risk assessment for in-person events.
 - Liaise with Advisers and Head of Communications regarding preparation, branding, printing and distribution of necessary documents, booklets, handouts etc. Electronic distribution is to be favoured where appropriate.
 - Facilitate online signing up for events using ChurchSuite, preparing online forms and sharing these through appropriate channels with the relevant audience to ascertain attendance, accessibility needs, dietary requirements etc.

- Monitor online bookings to establish attendee numbers and requirements in order to finalise arrangements, including seating plans, name badges and attendee lists/displays where relevant.
- Make arrangements on behalf of Advisers, communicating with venues, speakers and participants to support the smooth running of events.
- Liaise with colleagues, suppliers and others regarding catering, supplies and equipment as required.
- Attend meetings and support with opening and closing events as required, including greeting and registering speakers and participants.
- Take minutes or notes as required.
- Liaise with the Advisers to prepare and distribute online feedback forms using Microsoft Forms to receive event feedback in a timely manner. Provide a summary of feedback received to the appropriate Adviser and Episcopal Vicar for Formation.
- Liaise with Finance regarding payments and expense claims for speakers etc.
- To ensure careful filing and archiving of documents, including online storage where appropriate.
- To undertake other tasks as may reasonably be requested in support of the Formation team or other colleagues.
- To work with and support other Diocesan teams and departments where this is reasonably required.

Knowledge, Skills and Experience

- Good standard of literacy and communication skills.
- Proven administration skills including competence with Word, Excel and Powerpoint.
- Confident use of databases, online eventing software (eg ChurchSuite) and tools such as MailChimp, Microsoft Forms etc is required in this role. Training and support will be given.
- Willingness to seek training and support for ongoing learning and development, and to develop a good understanding of the Catholic Church.
- Good management of information – in particular maintaining mailing lists for different audiences and groups, mindful of GDPR and consents held.
- Attention to detail and proof-reading skills, including diligence regarding use of Diocesan branding.
- Ability to work flexibly with others, and to adapt to changing plans and deadlines.
- Flexible approach to working with colleagues in remote and multiple locations, using appropriate communications channels.
- Ability to manage the expectations of a large number of stakeholders, and to work with them to agree realistic priorities and timelines.
- The role holder must be sympathetic towards the Catholic church.