



Safeguarding Administrator Diocese of Newcastle



Diocese of Newcastle

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Newcastle Diocesan Board of Finance. A Company Limited by Guarantee and a Registered Charity.

Registered in England number 650977. Registered office: Church House, St John's Terrace, North Shields NE296HS.

Overview

Administrator – safeguarding support

30 hrs a week which may be worked with some flexibility by agreement
£21,326 (fte £26, 658)

We are committed to the highest standards of safeguarding, supporting victims and survivors of abuse; and creating a positive safeguarding culture in every Church and worshipping community in every corner of our diocese.

We are reshaping and building our safeguarding infrastructure and have recently recruited a Director of Safeguarding, a dedicated Casework Advisor and a dedicated Trainer & Learning Advisor.

Our new Administrator will support our safeguarding projects, plans and day to day tasks; and will also have a supporting role to our wider diocesan central offices administration team.

- Being a warm welcoming, supportive and informative point of contact for enquirers and callers.
- Providing a high level of administrative support to the Department, ensuring a customer focused approach to enquirers via telephone or email; and a warm welcome and excellent hospitality for visitors and colleagues.
- Having a key role in the maintenance of records and all arrangements regarding safeguarding training, including communications and our website information.
- Having responsibility for key practical aspects of our work, e.g. organising meetings, room bookings, supporting hospitality etc.
- Supporting, tracking and monitoring all our safeguarding training activities and coordinating evidence that will help us with our quality assurance work.
- Building positive working relationships – supporting wider diocesan administrative support such as covering Reception and helping with administration of diocesan activities.

Overview

About the Diocese of Newcastle

The Diocese of Newcastle is the Church of England's most northerly diocese. Formed in 1882 the Diocese covered an area almost equivalent to the then County of Northumberland. With 169 parishes across 2,110 square miles the Diocese covers the local authorities of Northumberland, Newcastle, North Tyneside and also small parts of County Durham and Cumbria.

Under the episcopal leadership of our diocesan bishop, the Rt Revd Dr Helen-Ann Hartley and the suffragan Bishop of Berwick, the Rt Revd Mark Wroe we are resourced by two Archdeacons, and a team of lay and ordained officers who support the development of mission and ministry across the Diocese of Newcastle. Our Cathedral, under the leadership of The Very Revd Lee Batson, is a vibrant place of significance and worship.

There are 12 deaneries within 2 archdeaconries (Lindisfarne and Northumberland) which serve a population of 831,600 people across a variety of communities ranging from sparse rural to market towns, suburban and larger inner-city areas. We have a current cohort of 107 stipendiary clergy (office holders) as well as 26 self-supporting clergy and 43 Readers alongside a number of chaplaincies, pioneers, and new and emerging worshipping communities.

A small administration team is based at Church House, North Shields. Church House is also the base for the Joint Education Team and Joint Communications Team (both serving the Dioceses of Durham and Newcastle), the Lindisfarne College of Theology and a well-stocked Religious Resources Centre.

Whilst supporting the diocesan safeguarding team, this role will also be working alongside the National Church of England Safeguarding Team, Clergy, Laity, including Parish Safeguarding Officers and Churchwardens, and will build professional working relationships and networks with our statutory bodies.

Location

This post will be located at: Church House, St John's Terrace, North Shields NE29 6HS

Overview

Accountability and key relationships

- Safeguarding Director
- Safeguarding team colleagues
- Administrative Lead
- Clergy and staff of the Diocese and Diocesan Board of Finance
- The Diocesan Safeguarding Advisory Panel
- Cathedral colleagues
- Those in licenced and authorised ministry
- Deanery and parish safeguarding officers, and volunteer trainers
- Diocesan central office colleagues

Main purpose	<p>To provide excellent administrative support to the broadest range of our safeguarding activities; and some wider diocesan activities.</p> <p>Our new safeguarding team is always going to be busy, and work will be interesting and varied – no two days will be the same! So being prepared to help with a wide range of tasks – including some pretty random things at times will be super important to us!</p>
As Diocesan Safeguarding Administrator main duties	<ul style="list-style-type: none"> • Supporting the Safeguarding Director, and team colleagues (DSA for casework, advice & guidance and the DSA for training and learning). • Supporting administration for key learning and training events, whether in person or on line. • Coordinating the DBS processes including all three-year refresher processes, reminders and follow ups. • Coordinating support events for Parish Safeguarding Officers, and those needing induction, or support with the Parish Dashboard/hubs. • Sending out reminders, bookings, cancellations and rescheduling requests, distribution of workbooks and evaluations and follow up e.g. producing certificates of attendance in a timely fashion. • Reporting data on those mandated, or advised, to complete specific modules and referring reported non attendees. • Managing three yearly refresher training needs. • Booking venues and associated hospitality – being able to support hospitality on occasions. • Processing expenses and invoices where appropriate. • Preparing resource packs and information. • Updating the diocesan website with training information. • Updating our central records system with accurate information at each stage of our training modules. • Occasionally attending training sessions to assist with hospitality and logistics. • Supporting diocesan central office administration, covering Reception where colleagues are sick or on leave, and other delegated activities.
Professional Development	<p>We will help you learn all the systems and processes that we have, and will encourage you to follow up appropriate training and learning modules.</p>

Key Criteria	Essential
Qualifications & Training	<ul style="list-style-type: none"> • Administrative – ILM Level 3 or NVQ Level 3 or equivalent other
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of administration in a complex team/environment
Personal Competencies	<ul style="list-style-type: none"> • A high degree of confidentiality and flexibility. • A willingness to deal helpfully, pleasantly and confidently with a variety of people. • Excellent customer service, IT, office skills. • Confident, supportive and patient (e.g. we will can have some 'trickier' or grumpier callers (where they don't understand why they have to attend training events, or where they are frustrated or don't understand the IT systems e.g. zoom or teams). • Experience of working in an office environment, making some complex diary arrangements and logistics, taking frequent messages, calls etc. • Confident telephone manner. • Organised with good eye for detail. • Computer literate with good working knowledge, experience and skills in social media with experience of a range of IT packages including Microsoft Office - PowerPoint, Excel, Word. • Strong team player with great communications skills. • Be able to take direction, and have the confidence to ask for help if you need it, • Be approachable, supportive and professional in your approach.
General	<ul style="list-style-type: none"> • Keen to learn about safeguarding and its importance in the life of the Church locally, regionally and nationally against which all our policies, practices and protocols are mapped. • Able to maintain and manage good quality record keeping.

Desirable	<ul style="list-style-type: none"> • Able to use own initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner. • Work with flexibility and agility. • Be a visible team player, able to work on own initiative where this is required, and committed and able to working collaboratively. • Be friendly and approachable in ways which generate and encourage confidence and support. • Be of good humour with a cheerful and can-do approach.
	<ul style="list-style-type: none"> • Some awareness of national church safeguarding policies. • An understanding of the culture of the Church of England.

Diversity

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. We aim to create a workforce that:

- values difference in others and respects the dignity and worth of each individual;
- reflects the diversity of the nation that the Church of England exists to serve;
- fosters a climate of creativity, tolerance and diversity that will help all staff to develop to their full potential.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, customers and other persons with whom we deal are treated fairly and are not subjected to discrimination. We want to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity. We expect all of our employees to be treated and to treat others with respect. Our aim is to provide a working environment free from harassment, intimidation, or discrimination in any form which may affect the dignity of the individual.

Standards of Behaviour and Conduct

Employees are expected to act at all times with due consideration for others and in a manner befitting their position as employees of the Church and as professionals, whatever their job.

Health and Safety Responsibilities

The Newcastle Diocesan Board of Finance takes Health and Safety at work very seriously and require their employees to familiarise themselves with, and follow, their policy.

Closing date for applications – Monday 10th March 2025

For further information and to apply for this post please visit [here](#)

To have an informal conversation about the role please contact Ruth O'Hagan email: r.ohagan@newcastle.anglican.org

Interview date – Tuesday 18th March 2025 at Newcastle Diocesan Board of Finance Offices.