

JOB TITLE: Receptionist
GRADE: Band P
EMPLOYER: Oxford Diocesan Board of Finance
DEPARTMENT: Property
LINE MANAGER: Facilities Manager
ACCOUNTABLE TO: Facilities Manager
RESPONSIBLE FOR: N/A
LOCATION: Church House Oxford, Langford Locks, Kidlington, Oxford, OX5 1GF
JOB STATUS: Job share arrangement with a job-share partner

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 The Diocese of Oxford is the Church of England in Berkshire, Buckinghamshire and Oxfordshire. We are a living, growing network of more than a thousand congregations, chaplaincies and schools, working for the common good in every place in one of the great crossroads of the world. Our Christian vision, ethos and principles underpin all that we do and the work of every member of staff.

Our Church House and Area Office teams work to support the mission and ministry of our parishes, providing expert advice and support. Together, we are called to become more Christ-like: contemplative, compassionate and courageous for the sake of God's world. You can find out more about how the diocese is structured and the work of our staff teams at oxford.anglican.org/on-the-money and oxford.anglican.org/annual-review.

JOB PURPOSE

To support the smooth running of the Diocese by providing a comprehensive telephone and reception service as well as administrative assistance to the wider Diocese as necessary.

PRINCIPAL ACCOUNTABILITIES

1.	To provide telephone/reception services and customer care.	70%
2.	To provide administrative assistance including maintenance of databases, and filing systems as and when required.	25%
3.	To undertake wider agreed tasks that support the work of the Diocese and their own professional development.	5%

DUTIES AND RESPONSIBILITIES

- To provide telephone/reception service and customer care.**
 - To receive all incoming calls and emails, deciding which department receives the call/email and answering queries where necessary.
 - To ensure all visitors to Church House Oxford receive a warm welcome and are appropriately directed to meetings. This includes ensuring sign-in and car parking procedures are followed.

- Deal with incoming and outgoing post and emails appropriately.
 - Scan and file post for the Property department.
 - To support the Facilities Manager in ensuring that the reception and café/bistro areas are tidy and welcoming at all times and all resources are kept up to date.
 - Contact departments to confirm bookings for meeting rooms and assess parking requirements for the following week.
 - Produce and provide access cards for staff and contractors.
 - Provide first aid and fire marshall support ensuring resilience at Church House.
- 2. To provide administrative assistance including maintenance of databases and filing systems as and when required.**
- To input changes to the Contact Management System (CMS) database regularly.
 - Electronically file Data Protection forms when returned by Administrators.
 - Maintain Diocesan consumables and paper stocks and be responsible for stationery ordering.
 - Monitor stock levels of publications and update spreadsheet.
 - To undertake wider administrative agreed tasks that support the work of the Diocese.
- 3. To undertake wider agreed tasks that support the work of the Diocese and their own professional development.**
- To carry out any other related duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training, as agreed by the line manager.
 - Maintain up-to-date knowledge of technical competency areas.
 - Take a proactive approach to continuous professional and personal development by embracing training and other development opportunities.
 - Participate in the ODBF performance management processes.
 - Comply and fully cooperate with ODBF policies including:
 - Health and safety
 - Dignity and respect in ministry and at work
 - Equality, diversity and inclusion
 - GDPR
 - Safeguarding
 - Carbon Confidence

DIMENSIONS

- Contribute to the smooth running of the department by providing a comprehensive reception and administrative support service.
- To maintain the filing systems.
- Uses initiative within agreed parameters to manage workload and respond to enquiries.
- Contribute to the first aid and fire safety of the building.

PLANNING & ORGANISATION

- Plan and organise own work and support that of others, contributing to the smooth running of the team.

- Prioritise work throughout the morning/afternoon, ready to change to a different task in response to new needs/requests arising.
- Ensure clear lines of communication to enable a clear handover of information with the other Receptionist.
- Ensure the receptionist role training plus other training required by the Diocese is kept up to date.

DECISIONS

- Assess the urgency of requests by telephone, email, and post and respond accordingly.
- Prioritise requests and visitors to the Diocese.
- Be responsible for the allocation of their time within the agreed hours to ensure effective support.

CONTACT WITH OTHERS

Internal

- Members of the Property team
- Bishop's staff and Heads of Departments
- Other staff employed by the Diocese of Oxford
- Other clergy and laity in the Diocese

External

- Staff in other Dioceses and Church Institutions
- Staff in partner organisations
- Visitors to the Diocese

PROFESSIONAL STANDARDS - KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential

- Experience in administrative work with a high level of attention to detail and accuracy.
- Proven record of IT skills and knowledge of Microsoft Office, including Word, Excel, and Access and experience in updating databases.
- Effective verbal and written communication skills, including good telephone and email manner.
- Proven experience in providing a high standard of customer service.
- Ability to meet deadlines and prioritise tasks.
- Experience of being effective as part of a team.
- A flexible approach to working with a 'can do' attitude.
- Ability to communicate confidently and compassionately with people and offer a hospitable welcome to all visitors and guests.
- Proven experience in being effective as part of a small team, whilst also having the ability to work unsupervised and sometimes in isolation.
- Being in sympathy with the aims, ethos and approach of the Church of England.

Desirable

- Previous receptionist experience.
- Knowledge and understanding of Church structures.
- Experience of First Aid or Fire Warden responsibilities

GENERAL INFORMATION

Band	Salary Band P
Remuneration	Salary £24,242.20 pro-rata per annum Actual salary £13,103.87 per annum (based on 0.54054 FTE) There are four points within the band. Moving to a new point is dependent on the successful achievement of the objectives agreed between you and your Line Manager. Any approved move in incremental points takes effect in September each year.
Hours of work	20 hours per week, Monday to Friday 12:30 – 16:30 (4 hours per day) <i>NB: This role has been identified as a job-share arrangement, with a job-share partner. There is a requirement to work additional hours to cover the annual leave (holidays) or sickness absence of the job share partner. The working hours in this instance will be 08:15 – 16:30 with a 1-hour unpaid lunch break. Additional hours performed will be paid at your normal hourly rate.</i>
Place of work	Church House Oxford, Langford Locks, Kidlington, Oxford, OX5 1GF
Holidays	Your annual leave entitlement is broken down as follows: - During the first year of your employment with us you are entitled to 25 days' annual leave per annum. - During the second year, up to and including the fifth year of employment, you will be entitled to 1 day of extra annual leave per consecutive year. - In the sixth year and thereafter, you will be entitled to 30 days' annual leave per annum. The above annual leave entitlement is calculated on a pro-rata basis for part-time employees. In addition, you are entitled to the usual United Kingdom public holidays. Furthermore, the Board gives three discretionary holiday days to its employees, namely: Ascension Day, Maundy Thursday and Christmas Eve.
Pension Provision	It is a statutory requirement for ODBF to automatically enrol employees into an appropriate Pension scheme of our choice. Our scheme is the Church of England 'Pension Builder 2014' (PB 2014). Information can be sought from the Church of England website: https://www.churchofengland.org/sites/default/files/2025-01/my-membership-january-2025.pdf We operate our auto-enrolment pension scheme as a Pension Salary Exchange (PSE) scheme. This means you will exchange your 5% annual salary pension contributions for additional employer contributions reducing your tax and national insurance payments.

Probation period	Six months, during which time progress is regularly reviewed and the period may be extended.
Notice period	1 month from either side or the statutory minimum (whichever is greater).

NOTE: The current main duties and responsibilities of this post are outlined in this job description. The list is not meant to be exhaustive. The need for flexibility, shared accountability and team working is required. The post-holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's banding and whenever reasonably instructed.

It is the practice of the ODBF to review job descriptions annually to ensure that they relate to the role as then being performed or to incorporate whatever reasonable changes that have occurred over time or are being proposed. This review will be carried out by the line manager in consultation with the post-holder before any changes are implemented. The post-holder is expected to participate fully in such discussions and implementation.

Review date: End of Probation

Signed: _____

Dated: ____ / ____ / 2026