

University Chaplaincy

Chaplaincy Administrator (Maternity Cover)

Job Ref: REQ260588

Department Summary – University Chaplaincy

The Chaplaincy exists to serve the whole University community and is made up of two resources – its people and its physical space. It is located on the first floor of the Edward Herbert Building, EHB and is open to all students and staff.

Chaplains offer wellbeing, spiritual and pastoral support to students and staff. Although guided by their own faiths, chaplains support members of the University community without imposing their belief on others. Chaplains also advise on matters of faith and belief, work collaboratively to lead University events and facilitate interfaith learning and dialogue.

The Chaplaincy space comprises a Chapel, a Muslim prayer room, an office and various meeting rooms. There is also a Garden of Remembrance at Loughborough University, which is used for memorial services and vigils.

The Chaplaincy team is made up of a full-time Lead Chaplain, a part time Muslim Chaplain, a part-time Administrator; two part-time, diocesan chaplains (Anglican and Catholic) and two volunteer chaplains.

The Chaplaincy administrator is responsible to the Lead Chaplain.

Job Description

Job Family and Grade: Administrative Services, grade 4

Job Purpose

The Chaplaincy Administrator's work is varied: they provide wide-ranging administrative support to ensure the overall support and efficient running of the Chaplaincy.

They act as the central communication point for all chaplains and student faith groups, helping to keep them informed of day-to-day events. They answer concerns, liaise with other professional services on behalf of Chaplaincy and support the Lead Chaplain in all their duties as required.

Job Duties

Administration

1. To be the reception face of Loughborough University's Chaplaincy; to respond to enquiries received in person, by telephone, or email, and take appropriate action. This will include dealing with students and parents, academic staff, external organisations and other university colleagues.
2. To be responsible for the general administrative arrangements relating to the Chaplaincy, including purchasing, budget monitoring, online filing, monitoring purchase orders and the purchase card, using Agresso, organisation storage, ordering office supplies and troubleshooting IT issues.
3. To build and maintain relationships with student faith societies and groups and other relevant stakeholders through regular communication, in person and online, arranging review meetings and promptly responding to queries or support needs. This will include occasional administrative support for the National Higher Education Online Network.

4. To respond appropriately to requests for pastoral support, recording and communicating information to the team in a confidential and timely manner, documenting engagements using Chaplaincy recording systems and following University safeguarding procedures.

Promotion

1. To work with the Chaplaincy team to promote the Chaplaincy and its work through relevant channels including the website, social media, internal communications, notice boards etc.
2. To plan and design Chaplaincy's social media content, promoting events and increasing online engagement with the Chaplaincy.
3. To contribute to the development of Chaplaincy's internal and external image and perception.

Memorials

1. To assist the Lead Chaplain as necessary to ensure there are suitable memorialisation arrangements in place for remembering former students and staff, including Books of Remembrance and Memorial Plaques if requested.
2. To assist with any additional work that may be required in providing vigils/ memorial services.

Oversight of Chaplaincy facility

1. To manage room bookings, maintain appropriate records and ensure that room defects are reported to Estates and FM (and follow up where necessary).

Chaplaincy events

1. To support the organisation of Chaplaincy-led events, for example, through catering bookings, liaising with visiting speakers, risks assessments and publicity.
2. To ensure events and operations are inclusive, respectful of different religious and non-religious worldviews, accessible to all, and support the University's equity, diversity and inclusion policies.
3. To actively contribute to the evaluation and ongoing improvement of Chaplaincy events through surveys and debriefing meetings.

Human Resources

1. To assist the Lead Chaplain with the recruitment, selection and induction of new volunteer chaplains and to ensure that best practice is applied in recruitment, on boarding and that volunteers have access to on-going training.
2. To maintain accurate records of the volunteer chaplaincy team.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

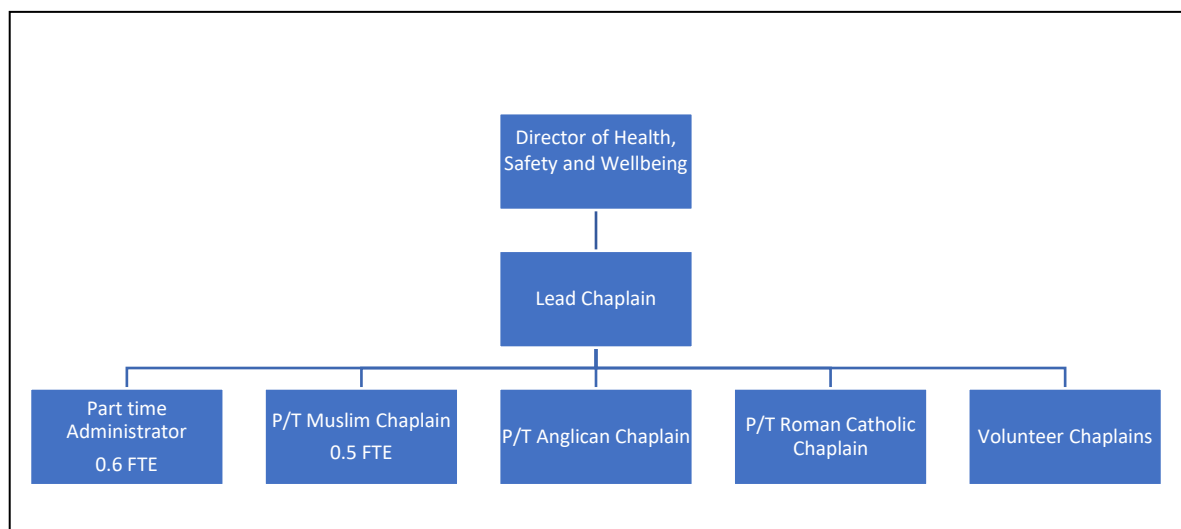
Organisational Responsibility

Reports to the: Lead Chaplain

Direct Reports: N/A

Budget Responsibilities: N/A

Structure Chart:



Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Previous relevant experience of working in a busy office environment.	1,3
	Experience within a student or other customer care environment, where pastoral sensitivity and confidentiality are vital.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3
	Able to work under pressure and keep to deadlines.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,2,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to maintain confidentiality and respect the sensitivity of individual situations.	1,3

	Able to demonstrate compassion and kindness when dealing with distressed staff/student care, e.g. bereavement, anxiety and home sickness, etc.	1,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
Training		
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough specific systems and procedures.	1,3
	Desire and willingness to work within a multi-faith setting	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems e.g. Agresso.	1,3
	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information, etc.	1,3
	Able to take minutes.	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.