North England Conference of Seventh-day Adventists
HUMAN RESOURCES

JOB DESCRIPTION

Office Departmental Secretary

Organisation: North England Conference of Seventh-day Adventists (NEC)
Department: NEC Office – allocated departments/portfolio
Reports to: Designated line manager within the NEC portfolio structure
Location: NEC Office, Nottingham; hybrid working may be considered
Contract type: Permanent, with an initial six-month probationary period
Hours: Full-time, 37.5 hours per week
Salary: £24,876–£28,860 per annum

Purpose of the Role

To provide efficient administrative and secretarial support to allocated Directors and departments, contributing to the smooth running of the NEC office.

The postholder will work closely with their designated line manager, Directors and administrative colleagues to coordinate activities, maintain accurate records and provide a welcoming, professional service to employees, church leaders, members and external contacts. The role supports NEC's commitment to collaboration, accountability and effective communication while upholding the mission and values of the Seventh-day Adventist Church.

Key Responsibilities

1. Administrative and Secretarial Support

- Provide administrative and secretarial support to allocated Directors and departments.
- Draft, format and proofread correspondence, reports, presentations and other documents.
- Coordinate diaries, appointments and meetings, ensuring relevant information and arrangements are communicated promptly.
- Prepare agendas and meeting papers, take accurate minutes and follow up agreed actions.
- Maintain departmental calendars and support the coordination of activities across departments.
- Agree priorities and deadlines with the designated line manager, raising competing requests or capacity concerns promptly.

2. Departmental Events and Activities

- Support the administration of departmental events, training sessions and meetings.

- Coordinate bookings, registrations, attendance records, materials and participant communications.
- Arrange travel and accommodation where authorised.
- Liaise with venues, suppliers, speakers and colleagues to support effective event preparation.
- Provide administrative support during events where agreed in advance.

3. Communication and Enquiries

- Respond professionally and helpfully to telephone, email and in-person enquiries.
- Direct enquiries to the appropriate colleague and follow up outstanding matters where necessary.
- Prepare and distribute approved departmental communications, notices and newsletters.
- Liaise with local churches, NEC colleagues and external organisations on departmental matters.
- Support basic website updates and social-media communications where authorised and appropriate training has been provided.

4. Records and Office Coordination

- Maintain accurate and accessible electronic and paper records in accordance with NEC procedures.
- Handle personal, financial and other sensitive information confidentially.
- Keep departmental contact lists, databases and administrative records up to date.
- Monitor stationery and departmental supplies, arranging authorised purchases when required.
- Contribute to consistent administrative processes and suggest practical improvements.
- Provide agreed cover for administrative colleagues, with priorities coordinated through the designated line manager.

5. Financial Administration

- Prepare purchase requisitions and collate invoices, receipts and supporting documentation for approval and processing.
- Maintain departmental expenditure records where required and refer discrepancies to the appropriate colleague.
- Administer petty cash only where specifically authorised and in accordance with NEC procedures.
- Liaise with Treasury to support accurate and timely financial administration.

6. Teamwork and Accountability

- Work collaboratively with Directors, Portfolio Coordinators and administrative colleagues.

- Keep the designated line manager informed of progress, outstanding actions and matters requiring a decision.
- Support departmental requests within agreed priorities and refer conflicting demands to the designated line manager.
- Participate in regular supervision, appraisal and development discussions.
- Demonstrate professionalism, reliability and respect in working relationships.
- Contribute to a supportive office culture in which responsibilities are clear and colleagues communicate effectively.

7. Health, Safety and Compliance

- Follow NEC's health and safety, safeguarding, equality and data-protection policies and procedures.
- Report hazards, incidents, safeguarding concerns and data-protection concerns through the appropriate channels.
- Assist with routine administrative checks and compliance records where assigned and trained.
- Complete relevant mandatory training and maintain confidentiality in all aspects of the role.

8. General Responsibilities

- Undertake other reasonable administrative duties consistent with the nature and level of the role.
- Support occasional evening or weekend activities where agreed in advance, with working arrangements coordinated through the designated line manager.
- Uphold the mission and values of the Seventh-day Adventist Church in the delivery of the role.

Person Specification

Essential Qualifications and Experience

- A relevant qualification in business administration or equivalent practical experience.
- GCSE English and Maths at grade C/4 or above, or equivalent qualifications.
- Experience providing administrative or secretarial support in a busy office environment.
- Experience managing competing priorities and meeting deadlines.
- Experience handling confidential information appropriately.

Desirable Qualifications and Experience

- Experience working within a church, charity or other non-profit organisation.
- Experience supporting several managers or departments.
- Experience coordinating meetings or events and taking minutes.
- Familiarity with basic bookkeeping, purchase requisitions or invoice administration.

Skills and Personal Qualities

- Strong organisational skills and attention to detail.
- Clear, professional and welcoming written and verbal communication.
- Confidence using Microsoft 365, including Word, Excel, PowerPoint and Outlook.
- Willingness to learn new systems and improve administrative processes.
- Sound judgement, discretion and the ability to recognise when matters need to be referred.
- A proactive approach to resolving routine problems.
- Ability to work independently while contributing positively to a team.
- Flexibility and willingness to support colleagues within agreed working arrangements.

Other Requirements

- Commitment to respecting and supporting the mission and values of the Seventh-day Adventist Church.
- Ability to meet the agreed attendance and occasional out-of-hours requirements of the role.
- Right to work in the UK.

Benefits

Subject to the applicable NEC policies and scheme terms:

- Contributory pension scheme.
- 20 days' annual leave plus bank holidays.
- Enhanced sick pay.
- Access to an Employee Assistance Programme.
- Training and professional development opportunities.
- Christmas bonus in accordance with the applicable NEC arrangements.

This job description outlines the principal responsibilities of the role and will be reviewed periodically in discussion with the postholder.