Chapter Office
Administration Assistant

APPLICATION PACK
• About York Minster
• Mission Statement
• The Role
• Job Description
• Person Specification
• Working for Us
• Equality Statement
• How to apply
Introduction to working at York Minster

York Minster means so many different things to so many people! Everyone who joins our team is amazed at the range of skills needed here and the friendliness of the clergy, staff and volunteers. One recent new starter commented on how relaxed and unstuffy we are. We are a world of contrasts from the spectacle of a Royal visit through to the one to one pastoral care given to a grieving visitor. We calmly offer a daily cycle of services whilst also opening our doors to sightseers, concert goers and local people just wanting to catch their breath in a busy world.

We are the seat of the Archbishop of York, the Cathedral and the Metropolitical Church of St Peter in York – York Minster as it is better known – is the mother church of the Northern Province and the Cathedral for the Diocese of York. It is a centre for Christian life in the North of England. York Minster has been a place of prayer and pilgrimage for over 1,400 years and worship is still at the heart of our life. York Minster’s Choir of adult Vicars Choral and boy and girl choristers is world renowned. The Choir’s mastery of the English choral tradition is one of the Minster’s crowning glories. Staff describe a ‘tingle down the spine’ as you hear voices soaring to the rafters or the majestic roar of the organ.

The Minster itself is a gothic masterpiece in stone and stained glass, a magnet that draws people to visit the City of York and a defining symbol of the ancient “capital of the North”. Even long serving staff describe literally stopping in their tracks at times as the sun illuminates the intricate stained glass or spotlights the stonework. Each year around 650,000 people from all over the world come to explore the Minster, and visitor surveys find a high level of satisfaction from their experience. It is one of the centres of York’s lively cultural and intellectual life, hosting many concerts, lectures and exhibitions.

The Stoneyard’s craftsmen and women are immensely skilled and knowledgeable about both the church building and the Precinct Properties; a fine Library is run in partnership with the University of York; there are two cathedral shops and a team of staff and volunteers who manage the floor of the Minster and work to ensure that all our visitors receive a warm welcome.

York Minster is more than 800 years-old and its gothic architecture is subject to a complex and ongoing cycle of repair, restoration and conservation. Whilst the York Minster Fund provides some financial security, the Minster relies on funds raised from visitors to ensure that the building is properly maintained. It receives no regular income from the Government.
We don’t ask staff whether they have a personal faith or not. All we ask is that you respect our mission and feel aligned to our values:

**Our Mission Statement**

Living Christ’s Story through our prayer, hospitality, service and stewardship.

**Our Values**

- Trust
- Wisdom
- Courage
- Humility

**Organisation, Management and Governance**

The Minster is governed by the Chapter, chaired by the Dean and comprising executive members - Residentiary Canons - and non-executive members, Lay Canons. The day-to-day operation of the Minster is overseen by the Senior Executive Team comprising both lay professional staff and the residentiary clergy.

York Minster has completed registration with the Charity Commission in line with the Cathedral Measure 2021 and is now under the joint regulation of the Charity Commission and the Church Commissioners.

The Minster receives no regular income from the Government or the Church of England (less the stipends of three clergy), and relies on monies raised from visitors to ensure that the building can be properly maintained for future generations.
The Chapter of York is seeking a Chapter Office Assistant which is a newly created role within the Chapter Office team.

This is an excellent opportunity for a people focussed and detail-oriented individual to develop their administrative and hospitality skills to the highest standard, working within a team of wide-ranging roles.

The Chapter Office Assistant will handle a variety of administrative responsibilities which will include working with colleagues across the organisation to deliver administrative support for programming and operational meetings, collating and submitting the annual statistics return, as well as assistance with recruitment and selection processes. They will be the lead for the organisation, coordination and delivery of internal hospitality events for the Minster working in conjunction with the EA to the Dean and Chapter Steward.

The successful applicant will have experience of providing effective administration, excellent attention to detail and strong communication skills.

Completed applications should be returned to jobs@yorkminster.org no later than 23.59 on Sunday 16 July 2023. Interviews will take place on Tuesday 25 July 2023.
**Job Title:** Chapter Office Administration Assistant  

**Department:** Chapter Office  

**Reporting to:** Executive Assistant to the Dean & Chapter Steward  

**Managing:** N/A  

**Core Purpose:** To support the efficient operation of the Chapter Office and internal event delivery. To work with the Executive Assistant to the Dean & Chapter Steward to support the business needs of the Dean, Chapter Steward and wider Senior Executive Team.  

**Accountabilities**  
To support the Executive Assistant (EA) and Chapter Office in completion of tasks for the Dean, Chapter Steward and Senior Executive Team (SET), including:  

**Administration**  
- Coordination of meetings and strategic activities with the Senior Executive Team, Wider Management Team, Chapter and external stakeholders as requested by the EA.  
- Working with the Visitor Experience Team and Head of Programme to create the annual schedule of internal briefings. Responsible for creating the relevant operational plan and setting out tech requirements for briefings.  
- Working with the EA to establish the annual meeting grid.  
- Responsible for collating the annual Cathedral statistics report, working with departments across the organisation to accurately record the required data return.  
- Preparation of agendas and papers for meetings working with the EA and Head of Programming. Providing cover to issue papers and record meetings for the EA and PA to the Canons where required.  
- Working collegiately to provide administrative support across the Chapter office and other administrative colleagues across the precinct to ensure adequate cover for absences.  
- Providing assistance for recruitment and selection processes where required.  
- Carry out meeting room set up / providing refreshments / tidying as required.  
- Monitor and order supplies for the office and staff room.  

**Hospitality**  
- Organising, coordinating and delivering hospitality for internal events including drink receptions and staff events as requested by the EA.  
- Working with the wider SET to deliver internal hospitality offerings through the year. This can include some evening and weekend work.  
- Responsible for managing the booking of internal accommodation for visitors to the Minster as required.  
- Booking hotels and travel for the Chapter office, SET or external visitors as requested by the EA.
### Managing information

- Completing expenses paperwork and logging expenses as required.
- Setting up purchase orders and invoices as required.
- Maintaining information systems including filing and being responsible for efficient record management, both paper-based and electronic. Archiving meeting papers as required by the EA at regular intervals.
- Print, copy, scan and file paperwork as necessary.

### Communications

- Receiving incoming telephone calls, filing and logging post and correspondence, logging and following up to ensure appropriate response.
- RSVP to events on behalf of the Dean and Chapter Steward as requested by and agreed with the EA.
- Responding to or transferring enquiries by email and telephone taking detailed messages where necessary and determining in liaison with the EA the most effective means of response.

### Personal Development

Undertake training required for your role or agreed as appropriate for future development.

Contribute to supervision and performance management arrangements by your line manager such as 1-1 meetings and interim/full year appraisal (PDR) reviews.

### Any Other Duties

This Job Description gives an overview of your responsibilities. It does not form part of your contract of employment and you may be required to undertake other duties that it is reasonable to ask of you given your knowledge, skills, experience and level of training.

### Health & Safety

Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the organisation on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare. You must immediately raise any concerns concerning your health, safety or welfare at work to an appropriate person.

### Safeguarding

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Minster. You will be required to understand and follow our policies and procedures including reporting concerns, undertake designated safeguarding training, diligently perform safeguarding duties specific to your role and follow good practice in relation to your own behaviour and conduct.

### Equality, Diversity & Inclusion

We are striving to provide a warm and inclusive welcome to our staff, volunteers and visitors. As a values led organisation, we see our legal obligations as a starting point and are on a journey to ensure all our staff can be their authentic selves at work. We expect all staff to support this commitment as we seek to create an environment in which they feel empowered and equipped to challenge any inappropriate language, behaviours or ways of working that they witness.
### REQUIREMENTS
The post holder must be able to demonstrate:

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### Supporting Our Values
- Respect for the Christian ethos and mission of York Minster.
- Active support for our values of Trust, Wisdom, Courage and Humility.

### Education/Qualifications/Training Courses
- Educated to A Level standard or equivalent.
- Educated to degree standard or equivalent.
- Secretarial or IT Qualification.

**Important Note** – we welcome applicants who have equivalent levels of education/qualifications/training or who have followed vocational or alternative routes to gain similar levels of knowledge.

### Knowledge & Experience
- Excellent IT skills.
- Competent Database and Outlook.
- Excellent experience of diary management.
- Excellent experience of administering meetings.
- Excellent experience of managing relationships.
- Substantial experience of handling confidential information with discretion and respect.
- Experience of managing extensive filing systems.
- Experience of organising and delivery of events.
### Competencies

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<th>Ability to use initiative.</th>
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<td>Can enthuse and inspire others.</td>
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<td>Is able to establish strong relations quickly.</td>
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<td>Is able to find solutions to complex situations.</td>
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<td>Learns from mistakes and shares valuable lessons with others.</td>
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<td>Is able to think several steps ahead and anticipate issues.</td>
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<td>Takes pride in delivering high quality work.</td>
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Salary
The salary for this role is £20,000 (FTE), plus contributory pension scheme where applicable.

Working Patterns
The working pattern for this role is 28 hours per week, primarily working between Monday and Friday, but some pre-agreed weekend and evening work may be required.

Annual Holidays
The FTE holiday entitlement is 25 days per annum plus 8 public holidays. If a member of staff is required to work on a public holiday, they will be entitled to the equivalent time off on an alternative day, to be agreed with their Line Manager.

Pension Scheme
All eligible members of staff will be automatically enrolled in accordance with the legislation, to the occupational Staff Pension Scheme. The Chapter of York will contribute to a contributory pension scheme with the Church Workers Pension Scheme including Life assurance at three times salary. Employee contributions are 3% and automatic enrolment will be made unless the employee chooses to opt out. The contribution made by The Chapter of York is 10.25%.

Staff Discount
All employees receive a 10% discount on purchases from the York Minster Gift Shop and discounts from various shops and cafes within the vicinity of the Minster Precinct. A Cash Health Plan has been introduced providing lump sums towards dental, physio, optical costs, membership of the PerkBox discount platform, virtual GP access and an EAP.

Parking
Free parking is available subject to availability.
Chapter aims to provide equality and diversity to all in employment, and aims not to discriminate on grounds of social economic group; gender; race; colour; nationality; ethnic or racial origin; carer responsibilities; sexual orientation; disability; age; appearance; religious or political belief; trade or union activity; or any other conditions, or requirements which cannot be shown to be justified. The same commitment also applies to discrimination based on association with someone who possesses any of these characteristics, and to discrimination based on the perception that someone possesses such a characteristic.

To ensure that Chapter’s Equality and Diversity policy is operating effectively (and for no other purpose) we maintain records of employees’ and applicants’ racial origins, gender and disability. Ongoing monitoring and regular analysis of such records provide the basis of appropriate action to eliminate unlawful direct and indirect discrimination and promote equality and diversity.
Please complete the Application, Confidential Declaration and Equality & Diversity forms in full that are available as a link on our online Jobs page yorkminster.org/jobs/ and send to:

jobs@yorkminster.org

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If you are invited for interview you will be asked to produce evidence of your eligibility to work in the UK. Offers of employment are subject to satisfactory references, medical clearance.