

Team Administrator for Heathrow Multi-Faith Chaplaincy (Full-time) **Job Application Pack**

The Role:

Job Title: Team Administrator for Heathrow Multi Faith Chaplaincy (HMFC)

Reports to: Ruth Bottoms- Head of Heathrow Multi-Faith Chaplaincy (HMFC)

The Organisation:

Heathrow Multi-Faith Chaplaincy Association is a Registered Charity (a CIO - Charitable Incorporated Organisation).

Heathrow Multi-Faith Chaplaincy Association has representatives of Buddhism, Christianity, Hinduism, Islam, Judaism, and Sikhism within its setup but serves members of all faith groups and those of no faith.

Location:

Heathrow Airport- working across all four Heathrow Terminals, office spaces, and other work areas. You will be hot-desking.

Welcome:

Thank you for taking the time to read through this job description and person specification for the role of Team Administrator for Heathrow Multi Faith Chaplaincy.

The aim of Heathrow Multi-Faith Chaplaincy is to be:

Here to support everyone's life journeys.

Post the pandemic Heathrow Multi-Faith Chaplaincy has been on an exciting journey to grow and develop in its delivery of sensitive, contextual, supportive, professional Multi-Faith chaplaincy across the airport. The role of a Team Administrator is a key one in supporting this on-going journey.

Ultimate responsibility for the Heathrow Multi-Faith Chaplaincy charity rests with the Trustee Board which includes representatives of six major world faiths together with members of the Heathrow management team. This body agrees the strategic plan, oversees matters of Health and Safety, Human Resources and other Governance matters and supports the on-going work of the chaplaincy.

The Chaplaincy is firmly embedded within the airport and supported in its work by Heathrow. London Heathrow International Airport covers 1,227 hectares and is one of the busiest in the world by passenger volume. It is also the world's second-largest cargo airport. This year we are expecting to serve approximately 90 million passengers. Heathrow Airport is a self-contained 'city' that is home to 80 airlines, flying to 185

destinations in 85 countries. It is also the marketplace for several hundred businesses. The airport generates an additional 250,000 dependent jobs countrywide contributing an estimated £5 billion in wages alone to the national economy. We have 90,000 colleagues working at the airport.

Next steps:

We hope that you will take time to consider carefully the information contained in the following pages. If you choose to apply, please complete the application form and return it to michelle.fernandes@heathrow.com

Please note that the closing date for this application is Midnight on the 6th of October 2024.

Interviews will take place on the 22nd of October 2024

Ruth Bottoms
Head of Heathrow Multi-Faith Chaplaincy

Job Description

Purpose of the role

The purpose of the role of a Team Administrator is to provide administrative support to the Head and Deputy head of HMFC, for the smooth running of the Charity by carrying out clerical tasks and projects.

Principal Accountabilities

1. Personal Assistant & Administration

- Managing the diary of the Head of HMFC and Deputy Head of HMFC.
- Offer clerical support to all operations of HMFC.
- Data entry, and interrogation of data for communications and reports
- Monitoring of generic emails and answer phone
- Replying to email inquiries and composing correspondence.
- Scanning and sorting documents
- Support the treasurer with financial administration
- St George's Chapel First Aid Administrator

2. Governance support

- Trustee Board Agenda planning
- Supporting in the preparation of documentation for meetings.
- Minutes of trustee meetings
- Keeping track of agenda items and follow-up to decision.
- Drafting and keeping track of policies and procedures and their review

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- Researching structures of policies via the NCVO (The National Council for Voluntary Organisation) website.

3. Verification & data

- Heathrow Passes/ IDs
- Disclosure and Barring Service (DBS) verification checks and administration
- Recruitment and onboarding
- Online training administrator
- Holding & storing data, as a GDPR data processor
- Payments and bookings (Complying with GDPR)

4. Projects

- Coordinate various projects related to HMFC and follow up with other departments of Heathrow, where new structures are needed.
- Must be able to see a task through, until completed.
- Provide ideas for Improving operations efficiency.

• **Person Specification**

REQUIREMENTS	Essential (E) or Desirable (D)
CRITERIA	
Needs to be eligible for satisfactory Basic DBS checks and airside pass clearance.	E
Have a proven record of continuing professional development	E
Eligible to work in the UK	E
Holds relevant qualifications accredited by recognised bodies - A levels, Bachelor's, Master's, Professional qualifications, etc	D
Knowledge of the airport	D
EXPERIENCE	
Experience in managing diary management	E
Experience in minute-taking	E
Have comprehensive administration experience	E
Have experience of working in a diverse team	E
Have experience in working for a Charity	E
SKILLS, KNOWLEDGE, ABILITIES	
Good computer skills with an intermediate level of knowledge across Microsoft applications. Example: Excel, PowerPoint, Outlook. Microsoft forms, SharePoint, and salesforce.	E
Records set up and maintenance skills	E
Ability to prioritize a demanding workload and changing deliverables whilst managing a high level of service.	E
Excellent organizational skills and a proven ability to work under pressure to meet tight deadlines.	E
Ability to take initiative within the role and to know when to ask for support in a task	E

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Understanding and knowledge of Charity Governance	E
Fluency in languages other than English	D
PERSONAL QUALITIES	
Able to make decisions on consultations and appropriate work boundaries	E
Flexible to change	E
A person who has and maintains high personal standards of integrity with due respect for differences and diversity	E
A person who is highly motivated and able to work both in a team and on your own	E
A person who builds trust within the team	E
A person committed to working together with others who are different from yourself for the common good	E
A good listener	E
Able to keep confidences.	E

Not sure you tick all the boxes?

No one will be equally strong in all these areas, so our desire is to encourage an early conversation, if desired, prior to application. We are committed to providing good training and development support to the right person, and it may be that we can work with you to prepare you for some of the particular responsibilities of the role.

Outline Terms and Conditions:

- Salary: £30,316
- Hours: 40 hours per week, normally worked over 5 days (Mon-Fri) including a 30-minute lunch break.
- Based: Need to be based in the UK, and at a commutable distance to Heathrow Airport (Terminal 2, 3, 4, 5 and Compass Centre).
- Leaves: 25 days + Statutory Bank Holidays
- Pension: The current Pension provider is NEST
<https://www.nestpensions.org.uk/schemeweb/nest/aboutnest.html>
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How to apply- application form only, do not send CV

Interview process

- I. Shortlisting will take place based on the person specification.
 Shortlisted candidates will be invited for an interview.
- II. Date of Interview: 22nd October 2024
- III. The interview will include:
 - A face-to-face interview with the panel
 - A practical administrative exercise on a laptop (provided). Details of the exercise will be given to you on the day.
 - current maximum contribution made by HMFC is 7% of salary
 - The minimum contribution made by an employee is 5% of salary/ eligible earnings

Further Information

Please read the following paragraphs about *Safeguarding* and the *Privacy Notice* carefully.

HMFC and Safeguarding

All HMFC appointments are done in accordance with HMFC's safer recruitment policy. You may request a copy of this policy by emailing the team administrator at michelle.fernandes@heathrow.com.

Please do not apply for this position unless you are committed to safeguarding and promoting the welfare of children and at-risk adults.

Below is the HMFC Safeguarding Statement:

“The Heathrow Multi Faith Chaplaincy (HMFC) recognises the right of children, young people and at-risk adults to be protected from all forms of harm, abuse, neglect and exploitation.

HMFC is committed to, and, in all aspects of its life and work, will champion, the protection of everyone with whom we come into contact; regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

HMFC will not tolerate abuse and exploitation by trustees, staff, secondees or volunteers, or associated personnel.

HMFC will foster and encourage best practice within the airport, in local faith communities and wider society by setting the highest safeguarding standards. We will work with statutory bodies, voluntary agencies and faith communities to promote the safety and well-being of children, young people and at-risk adults.

HMFC commits to addressing safeguarding throughout its work, through the ‘three pillars of safeguarding’, namely prevention, reporting and response and will act promptly whenever a concern is raised about the welfare of a child, young person or at-risk adult, and will cooperate fully with the appropriate statutory bodies when an investigation into abuse is necessary.”

- DOB
- Current home address and home address history
- Passport number, driving license, utility bill, etc.
- Employment History
- Referee details
- Information concerning any gap in continuity of details
- Bank details
- Religious affiliation details
- Car registration
- Criminal record

HMFC & St. G Trustees:

- Full Name
- Personal email address
- Personal phone number/ home phone number
- DOB
- Current home address
- Religious affiliation details
- Bank details
- Criminal record

8. Data shared with External Parties

In order for HMFC team members to be able to fulfil their roles, personal data of the HMFC team members and potential team members may be shared with the following.

- The Heathrow Services Team
- Heathrow Customer Engagement team
- Heathrow ID Centre for the issue and renewal of IDs
- Providers of training websites for various courses related to HMFC.
- Providers of Heathrow car park facilities.
- APOC, and other relevant persons for on-call rotas.
- HTC (Heathrow Travel Care).
- DBS provider (DDC as of 2023).
- External website manager.
- IACAC (International Association of Civil Aviation Chaplains) and BIIACN (British Isles and Ireland Aviation Chaplains Network) organisations.

In order for HMFC and St G Trustees to be able to fulfil their roles, personal data of HMFC and St G Trustees may be shared with the following:

- The HMFC and St G Trustee Board members
- The Heathrow Services Team
- Charity Commission
- Financial Institutions who hold accounts for the charities.
- Heathrow ID Centre for issue of temporary passes for visiting HMFC and St George's Chapel

9. What rights do I have over my personal data?

Under UK GDPR, you have the right to:

- Access your personal data by making a subject access request.
- Rectification, erasure, or restriction of your information where this is justified.

- Object to the processing of your information where this is justified.
- Data portability.

10. To exercise your rights

Please contact the HMFC Team Administrator

By Email- multifaith@heathrow.com

By Post - Heathrow Multi Faith Chaplaincy, The Compass Centre, Nelson Road Hounslow Middlesex TW6 2GW.

11. We do not need your consent when

We do not need your consent to process special categories of your personal data when we are processing it for the following purposes, which we may do:

- where it is necessary for carrying out rights and obligations under employment law.
- where it is necessary to protect your vital interests or those of another person where you/they are physically or legally incapable of giving consent.
- where you have made the data public.
- where processing is necessary for the establishment, exercise or Défense of legal claims; and
- where processing is necessary for the purposes of occupational medicine or for the assessment of your working capacity.

12. How should you process personal data for HMFC

- Everyone who works for, or on behalf of, HMFC has some responsibility for ensuring data is collected, stored, and handled appropriately, in line with this statement and the HMFC Data Protection Policy.
- The Head of HMFC is responsible for reviewing this statement and updating the Board of Trustees on the HMFC data protection responsibilities and any risks in relation to the processing of data. You should direct any questions in relation to this statement or data protection to this person.
- You should only access personal data covered by this statement if you need it for the work you do, for or on behalf of the HMFC and only if you are authorised to do so. You should only use the data for the specified lawful purpose for which it was obtained.
- You should not share personal data informally.
- You should keep personal data secure and not share it with unauthorised people.
- You should regularly review and update personal data which you have to deal with for work. This includes telling us if your own contact details change.
- You should not make unnecessary copies of personal data and should keep and dispose of any copies securely.
- You should use strong passwords.
- You should lock your computer screens when not at your desk.
- Personal data should be encrypted before being transferred electronically to authorised external contacts.
- Consider anonymizing data or using separate keys/codes so that the data subject cannot be identified.
- Do not save personal data to your own personal computers or other devices.
- Personal data should never be transferred outside the European Economic Area except in compliance with the law and authorisation of the Head of HMFC.
- You should lock drawers and filing cabinets. Do not leave paper with personal data lying about.

- You should not take hardcopy personal data away from Heathrow premises without authorisation from the Head of HMFC.
- Personal data should be shredded and disposed of securely when you have finished with it.
- You should ask for help from the Head of Multi Faith Chaplaincy if you are unsure about data protection or if you notice any areas of data protection or security we can improve upon.
- Any deliberate or negligent breach of this policy by you may result in disciplinary action being taken against you in accordance with our disciplinary procedure.
- It is a criminal offence to conceal or destroy personal data which is part of a subject access request. This conduct would also amount to gross misconduct under our disciplinary procedure, which could result in your dismissal.

13. How to deal with data breaches

- We and Heathrow have measures in place to minimize and prevent data breaches from taking place. Should a breach of personal data occur (whether in respect of you or someone else) then we must take notes and keep evidence of that breach. If the breach is likely to result in a risk to the rights and freedoms of individuals, then we must also notify the Information Commissioner's Office within 72 hours.
- If you are aware of a data breach, you must contact The Head of HMFC immediately and keep any evidence you have in relation to the breach.

If you have any concerns about how HMFC is handling your personal data, please contact the HMFC Team Administrator.

By Email- multifaith@heathrow.com

By Post - Heathrow Multi Faith Chaplaincy, The Compass Centre, Nelson Road Hounslow Middlesex TW6 2GW.

If your concerns are not satisfactorily addressed, you have the right to complain to the Information Commissioner's Office.

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