



Chief Operating Officer

COO Department

## Conference and Reception Assistant

### Information for applicants

#### Contact for enquiries:

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## Introduction from the Archbishop of Liverpool

### **Thank you for your interest in a career at the Archdiocese of Liverpool.**

As an archdiocese, we serve thousands of people every week through our parishes, schools, partnerships and local communities.

It is a significant time in the life of our archdiocese, as we continue to walk together on the journey set out by our Pastoral Plan in becoming the Church God calls us to be. This plan outlines a clear mission for the future of our Church and every single member of staff plays a vital role in helping us achieve this.

As an employer, we offer wide range of benefits and a place to develop your career in an environment where every member of staff is valued and encouraged to develop fully their gifts.

We are looking for people whose values align with ours and are passionate about playing a key role in the next steps of our journey.

Thank you again for considering a role within our archdiocese. Each person contributes to our wider mission. I am grateful for your interest in joining us in this important work.

A handwritten signature in black ink that reads "+ John Sherrington .". The signature is written in a cursive, flowing style.

Most Reverend John Sherrington  
Archbishop of Liverpool



## COO Department

The COO Department is a central operational unit within the Archdiocese that supports the efficient functioning of the Church's mission and day to day organisational activities.

It provides essential services that enable other departments, parishes, clergy, schools and teams across the archdiocese to work effectively and compliantly. All work is carried out within both canonical and civil legal governance frameworks.

Teams included in the Department include:

- Property and surveying
- Governance
- Legal services
- IT
- Communications
- Safeguarding
- Human Resources

The Department is diverse and candidates joining us will have the opportunity to be exposed to a wide variety of work.







## About the Role

### Conference and Reception Assistant

Are you proactive, customer-focused, and highly organised? An exciting opportunity is available for a Conference and Reception Assistant to join our team, providing high-quality administrative support across both the Conference Centre and Reception at the St Margaret Clitherow Centre (SMCC). You'll play a key role in ensuring a welcoming, professional and efficient environment for visitors, contractors, colleagues and conference delegates. The successful candidate will be responsible for general administrative duties including scanning, printing and assisting with updates to conference communications including website. You will also be responsible for managing room booking requests and coordinating events for Archdiocese of Liverpool customers. The ideal candidate will be comfortable in building relationships and working in a fast-changing environment.

#### **To thrive in this role, you should be able to demonstrate the following:**

- Experience working in a customer-facing environment.
- Experience using Microsoft Office applications including Word, Excel, Outlook, SharePoint, Teams and PowerPoint.
- Confident speaking on the phone and welcoming customers in person.
- Strong interpersonal skills and ability to work collaboratively across teams.
- Excellent organisation and time-management skills, with the ability to manage priorities.
- Ability to quickly learn new processes and terminology.

#### **Within this role you will be expected to.**

- Greeting visitors to SMCC, ensuring sign-in procedures are followed.
- Provide a visible presence and respond to any on the day issues e.g. problems with housekeeping or events.
- Respond to enquiries to book rooms and events, providing accommodation details and prices as requested.
- Welcoming contractors and ensuring documentation is checked and recorded.
- Answering switchboard calls, taking messages and responding to queries.
- Handling post, parcels and internal delivery processes.
- Supporting print and copying requests.
- Checking meeting rooms are reset, cleared and restocked.
- Supporting ordering of supplies for SMCC and the Conference Centre.



# Terms and Conditions

**Salary** £27,000

**Location** Saint Margaret Clitherow Centre, Croxteth Drive, Liverpool, L17 1AA.  
(Hybrid or remote working is not available for this position)

**Working Hours** Full time, Contracted 35 hours Monday to Friday.

**Annual leave** 38 days pro-rata which includes eight bank/public holidays and set complimentary days.

**Pension** Employees will be enrolled into the People's Pension Scheme.

**Other benefits** There are a range of other benefits including a pension salary sacrifice scheme, subsidised Lifestyles gym membership, life assurance scheme, enhanced parental leave pay and 24/7 Employee Assistance Programme.

**How to Apply** Visit the careers page on our website <http://www.liverpoolcatholic.org.uk/careers> to apply online.

**The closing date for applications is midnight on 30th January 2026- please see our careers page as above.**

Please note that the information you provide in your application will be used only for the purpose of recruitment and selection and will be held in accordance with the Data Protection Act 2018.





## **Saint Margaret Clitherow Centre**

Croxteth Drive, Liverpool, L17 1AA

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