

Job Description & Person Specification: DAC Casework Officer (full time)

Job Title	DAC Casework Officer
Salary	£34,000 per annum
Hours	35 hours per week (full time)
Section/Team	DAC/Church Buildings Team
Reporting To	DAC Secretary
Place of Work	Hybrid (Lichfield Diocesan Office/home)
Date of Issue	March 2025

Job Description

Overall Purpose of Post
<ul style="list-style-type: none"> • Act as Casework Officer to the Lichfield Diocesan Advisory Committee (DAC) • Support the DAC Secretary and Assistant DAC Secretary in the work of the DAC, including attendance at (but not administration of) DAC meetings (currently 6 meetings per year) • Act as case officer for all Delegated Authority Faculty (i.e. 'minor' faculty) applications, in accordance with the Lichfield DAC Delegated Authority Policy, including relating to net zero carbon (e.g. heating/lighting) • Facilitate DAC adviser site visits (but not DAC, i.e. Committee, site visits relating to 'major' faculty cases) • Coordinate the management of the c. 35 DAC members and advisers, being expert volunteers/consultants, including their ongoing recruitment, retention and development • Oversee the registration of new and existing users of the Online Faculty System (OFS) • Respond to general and pre-application enquiries by email and phone • Be a point of reference for parishes, churchwardens, clergy and others on matters relating to the operation of the faculty jurisdiction and the Online Faculty System (OFS) • Promote the diocesan strategy, and vision of discipleship, vocation and evangelism (DVE), in relation to church buildings and churchyards

Core Duties (Statutory) of Post		
	Responsibilities and Accountabilities	Nature and Scope of Role
1	Facilitate the operation of the faculty jurisdiction in the diocese via the Online Faculty System (OFS) and related Church of England databases	<p>Review and progress all Delegated Authority Faculty (i.e. 'minor' faculty) applications, and report processed cases through a list/digest in each DAC meeting agenda</p> <p>Oversee the registration of new and existing users of the OFS</p>

2	Present appropriately-detailed Delegated Authority Faculty applications to the DAC and Diocesan Chancellor as case officer in an unbiased way	Undertake consultation of DAC members/ advisers on behalf of the DAC, and procure draft conditions for DAC Notifications of Advice
3	Maintain contact and foster good relations with clergy, PCC members, archdeacons, diocesan officers, other professionals and members of the public	Respond to general and pre-application enquiries by email and phone, in the following priority order: a. from PCCs with a current application on the OFS b. from PCCs who are developing an application on the OFS c. other enquiries
4	Facilitate DAC adviser site visits (but not DAC, i.e. Committee, site visits relating to 'major' faculty cases)	Communicate requests for site visits to DAC advisers, receive and administer adviser site visit reports, and process travel expenses claim forms
5	Coordinate the management of the c. 35 DAC members and advisers, being expert volunteers/consultants, including their ongoing recruitment, retention and development	Review and progress ongoing recruitment, retention and development of members and advisers, including vacancies, and keep updated the Lichfield DAC member and adviser volunteer handbooks (web pages)
6	Assist with the management of the DAC's records	Maintain files on the DAC SharePoint, applications on the OFS, and church records on the Church Heritage Record (CHR)

Additional Duties (Non-statutory) of Post

	Responsibilities and Accountabilities	Nature and Scope of Role
7	Assist with the delivery of training to clergy, PCC members, archdeacons, diocesan officers and others on the role and functions of the DAC, the operation of the faculty jurisdiction, and on best practice in the care, repair and development of church buildings and their contents	Arrange and participate in diocesan training events as appropriate
8	Ensure that relevant skills and knowledge are kept up to date	Attend appropriate training and key events as necessary

Other Responsibilities of Post

9	Undertake such other tasks as may reasonably be required by the DAC Secretary from time to time
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Key Working Relationships	
Internal	External
<ul style="list-style-type: none"> • DAC Secretary • Assistant DAC Secretary • Project Support and Church Buildings Officer • Church Buildings Support Officer (CBSO) • Archdeacons • Net Zero Carbon Manager 	<ul style="list-style-type: none"> • Parishes (clergy, church officers) • DAC members and advisers • Diocesan Registry • Quinquennial inspectors (QI architects)

Please note that roles are subject to review and some duties may be modified following consultation

Person Specification

Attributes	Essential	Desirable
General	<p>A self-starter, able to manage own workload and time effectively</p> <p>Careful attention to detail and a high level of accuracy</p> <p>A team player with excellent interpersonal skills</p> <p>Flexible and adaptable</p>	<p>Be in sympathy with the aims and objectives of the Christian faith</p> <p>Some understanding of the Church of England, its organisation and mission (or willingness to develop the same)</p> <p>Access to a car and a full driving licence, available for business use</p>
Experience	<p>Experience of working in a customer-focused, advisory role</p> <p>Proven organisational and administrative experience</p> <p>Experience in the use of computerised administrative systems, databases and websites</p> <p>Previous experience of working with and/or managing volunteers</p>	<p>An understanding of the uses of church buildings and appropriate methods of maintenance/repair, to meet contemporary needs</p> <p>Previous experience of working in a DAC Office (or equivalent)</p>
Qualifications	<p>Graduate or equivalent, in a relevant field</p>	<p>An interest in heritage and conservation</p>
Knowledge, Skills and Abilities	<p>Excellent written and verbal communication skills</p> <p>Competent in using IT in the office environment</p>	<p>Familiarity with the Faculty Jurisdiction Rules and related ecclesiastical legislation (or willingness to develop the same)</p>

Knowledge, Skills and Abilities (cont.)	<p>Able to work on own initiative and prioritise a busy workload</p> <p>Awareness of the Church of England's target for net zero carbon in relation to church buildings</p>	
Personal Qualities	<p>Polite, tactful and professional manner</p> <p>Patience and ability to explain difficult or complex issues to people of wide-ranging abilities/ backgrounds</p> <p>Willingness to listen to and accumulate knowledge from specialists</p>	<p>Willingness to develop new skills</p>