

## Job Description – OPAS Support Administrator

<b>Reports To</b>	Diocesan Financial Administrator
<b>Organisation</b>	Roman Catholic Diocese of Clifton
<b>Date</b>	January 2019

### Purpose of Job

The Diocese is currently rolling out a new online accounting system (OPAS) for all of its 107 parishes. Additional support is needed in the Finance team over the next twelve months to help train and support parishes with the new system, as well as general administrative support within the Finance team to allow other members of the team to work on this project. Full training on OPAS will be provided.

The role is a full-time, fixed term contract for twelve months and is based within the Finance team which is part of the Curia (administrative office) of the Diocese.

The role is based at Alexander House, Bristol but there may occasionally be a need to travel to parishes throughout the Diocese.

### Key Accountabilities

#### **OPAS Support**

- Provide telephone support for parishes with OPAS queries, assisting with administrative issues such as re-setting passwords, setting up new account codes and basic training queries
- Monitor the dedicated OPAS support email account and respond to queries in a timely and efficient manner
- Assist with setting up parishes in OPAS, managing parish users, setting up charts of accounts, importing Gift Aid data
- Assist with data cleansing and ensuring accuracy of data in OPAS
- Assist with organising training sessions for other members of the team, e.g. arranging dates and venues, making sure the appropriate resources are available
- Identify issues that require escalation to the OPAS IT support team and manage the logging and monitoring of those issues

#### **Administrative Support**

- Assist the Management Accounts Officer with the annual parish returns
- Assist with other administrative tasks as required to backfill for other team members who are working on the OPAS project
- Assist with answering the phones when the Finance Administrator is not available or busy
- Any other reasonable duties as requested by the Diocesan Financial Administrator to assist the Finance team

### Knowledge, Skills and Experience

- Good knowledge of Microsoft Office/365, including Outlook (email), Word, Excel and SharePoint
- Bookkeeping experience, especially cash book and bank reconciliations experience would be beneficial
- Experience of using accounting software would be an advantage, although full training will be given on OPAS
- Pleasant telephone manner
- Flexible, can do attitude

### Key Contacts

#### Internal

- Priests and Deacons
- Parish staff
- Parish volunteers

#### External

- OPAS support team in the Archdiocese of Birmingham

### Qualifications

- Experience of an administration and support role
- Experience of working in a small, busy Finance team