

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The National Safeguarding Team supports churches, dioceses, religious communities, cathedrals and other Church bodies to make the Church of England a safer Church for all. It aspires to be a centre of excellence for safeguarding that creates a consistent culture of safety, trust and respect across the Church and beyond. The team is responsible for oversight of the Church's safeguarding policy, as well as safeguarding learning and development. The team manage complex and high-profile safeguarding casework, including that relating to senior clergy. Team members oversee the provision of support to victims and survivors of abuse, as well as supervising and quality assuring regional networks of safeguarding professionals. The team is supported by a Programme Office and a highly skilled business support team.

What you'll be doing

The purpose of this role is to manage internal and external communications activity undertaken by the National Safeguarding Team (NST), in partnership with colleagues working in the National Communications Team. The NST communicates with a wide range of audiences, both within the Church and outside it, through channels including press releases, websites, email newsletters, group presentations and individual contact. Much communication is sensitive in nature, and information can be complex or technical. Through ensuring effective communication, this role supports the NST's mission to make the Church of England a safer Church for all.

MAIN DUTIES AND RESPONSIBILITIES

Strategy and planning

- Being accountable for the delivery of high-level communications objectives identified in the NST Strategic Plan. Supporting the National Director for Safeguarding to shape future versions of the NST Strategic Plan.
- In consultation with the National Director for Safeguarding, identifying overarching communications objectives for official communications from the National Safeguarding Team (NST).
- Mapping and analysing the audience for official NST communications, identifying their communications needs and how they prefer to receive information. Understanding the perspectives and priorities of different audiences across the Church and beyond.
- Creating a communications strategy for use by the NST, specifying the context and purpose of official NST communications, the channels which are used to communicate, and the key messages and themes for communication.
- Planning communications activity on behalf of the NST in order to deliver the team communications strategy, ensuring that messages are delivered by the right person at the right time. Coordinating plans with the National Communications Team to enable effective messaging.
- Designing processes to gather and collate feedback about communications activities from audiences.
- Evaluating the impact of communications activities and proactively suggesting ways in which communication can be improved.

Operational communication requirements

- Delivering communications on behalf of the NST, ensuring that messages are clear, concise, fluent and consistent with the standards established by the National Communications Team.

- As appropriate, drafting and reviewing communications for the use of other team members; copy editing text before publication, including that of a highly sensitive or technical nature.
- Devising innovative methods to communicate with stakeholders, including through championing the use of digital resources and tools in partnership with digital communications specialists working elsewhere in the National Church Institutions (NCIs).
- Building and maintaining digital platforms to share information with audiences, including utilising the Safeguarding E-Manual to share information about policy.
- Ensuring that all communications apply the principles of trauma-informed practice, especially when the subject-matter is potentially sensitive or traumatising.
- Liaising with professional partners on matters relating to communication, including suppliers contracted by the Archbishops' Council to provide the National Redress Scheme, the Independent Safeguarding Audit Programme, and Safe Spaces England and Wales. Working with partners to plan and manage joint communications as required.
- Responding quickly and appropriately to urgent communications needs, in consultation with the National Communications Team and with the National Director for Safeguarding when needed.

Leadership and networking

- Championing effective communication practices within the NST, ensuring colleagues are aware of communications objectives and how they can help the team to meet them.
- Building relationships with key stakeholders across the Church in order to promote the work of the NST and gather feedback.
- Collaborate with communications professionals working elsewhere in the NCIs, including in the National Communications Team; facilitating the sharing of resources, practices and information.
- Attending governance meeting—such as the General Synod, the Archbishops' Council, the National Safeguarding Steering Group, and the National Safeguarding Panel—in order to support the National Director for Safeguarding and represent the NST.

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience

- Experience of working in communications and engagement in a large and established organisation;
- Proven stakeholder management skills to manage competing demands, achieve outcomes and deliver projects to time and cost;
- Previous delivery of a communications and engagement strategy;
- Good knowledge of working practices, methodologies and software tools in communications including using newsletters, intranets, social media, print and other channels to engage and inform effectively;
- Experience of communications planning, monitoring and reporting;
- Project management experience.

Skills & Abilities:

- Engaging communicator with excellent written and verbal communication skills for a wide range of audiences;
- Able to adjust communications to the audience, enabling stakeholders to feel heard and able to participate;
- Ability to work independently, think ahead, manage time effectively, co-ordinate schedules with colleagues, being mindful of competing tasks and deadlines ensuring effective collaboration;
- Ability to build and nurture relationships with colleagues and external partners, including senior leaders;
- Strong team-working skills;
- Excellent IT skills, with working knowledge of MS Office and communications platforms and emerging technologies;
- Event management experience.

Personal Qualities

- A willingness to support the mission, values, ethos and traditions of the Church of England;
- Creativity, collaboration and innovation
- Flexible and open to alternative approaches to problem solving. Willing and able to generate ideas and suggest change;
- Able to remain calm and professional under pressure.

Vacancy Summary

JOB TITLE:	Communications and Engagement Manager
NCI ENTITY:	Archbishops' Council
DEPARTMENT:	National Safeguarding Team
GRADE:	Band 2 Standard Point
SALARY:	£68,999
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House, Westminster
HYBRID WORK ARRANGEMENTS:	1-2 days per week expected in the primary office location
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input checked="" type="checkbox"/> Basic
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8103351
COST CODE:	22381
PARENT POSITION:	Deputy Director of Programmes and Operations