

## **Engagement Manager**

### **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**

In February 2025, the Church of England's legislative body, General Synod, voted on a motion brought by the Lead Bishop for Safeguarding on future structures for safeguarding in the Church of England. [Synod votes on next steps for independent safeguarding | The Church of England](#)

This work was the culmination of a response by the Church of England to two reports published in 2024 about safeguarding structures and operations. The General Synod motion, as amended, sets the direction of travel for safeguarding structures and operations in the future.

The lead safeguarding bishop and her team are in the process of constituting a Programme Board, which will oversee two Project Boards delivering major workstreams:

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1. Scrutiny of Church Safeguarding
2. Operational Delivery of Church Safeguarding

The day-to-day operation of delivering the work that General Synod has commissioned is the responsibility of the Safeguarding Structures Team. This team will deliver work to develop a scrutiny body which will scrutinise the Church of England's safeguarding activities, through the Project Board delivering Scrutiny of Church Safeguarding.

This team, working with the NCI Legal team, will also – through the Project Board designing Operational Delivery of Church Safeguarding – develop policy on the new structures for delivery and once relevant policy has been agreed provide instructions to the legal team to enable all necessary legislation to be prepared. It will undertake further work to understand how externalising safeguarding structures across the whole Church might be realised in future.

The team will also deliver some urgent priorities to help prepare for these two major projects, such as the development of a uniform local complaint process, among other tasks.

The Safeguarding Structures Team sits within the Archbishops' Council, which is a charity set up in law to co-ordinate, promote, aid and further the work and mission of the Church of England, and is one of the National Church Institutions.

## What you'll be doing

The Senior Communications and Engagement Manager will work closely with the Programme Director as part of the Programme Team, and their role will be to design and deliver structured stakeholder engagement with a range of audiences.

As set out in the [Future of Church Safeguarding General Synod paper](#), General Synod has given the Lead Bishop for Safeguarding the mandate to:

- develop a Scrutiny Body, to oversee and scrutinise the Church of England's safeguarding activities;
- transfer most functions currently delivered by the National Safeguarding Team (NST) to an external employer, eventually and after all development, consultation and legislative processes are complete;
- carry out further work to determine the legal and practical requirements necessary to implement a model which would involve the transfer of safeguarding teams in dioceses and cathedrals to the same external employer as the NST.

The postholder will need to develop a strong understanding of the Programme's history and objectives to deliver both external scrutiny of Church safeguarding and external operational delivery of Church safeguarding, in order to brief and advise stakeholders and to invite their participation and support.

The postholder will design, organise and facilitate engagement activities to help deliver the two major projects within the Programme (Scrutiny; and Operational Delivery). This will include and not be limited to:

- Ongoing online and public presence and narrative to help survivors, members of the public, people involved in local church safeguarding and others to understand the work and participate appropriately in its development
- Regular online calls with groups of people who work in Church safeguarding and may eventually be directly affected by proposals to transfer functions to an external employer
- Regular online calls with groups of people who work in a company secretary role in the 85 charities which are likely to be directly affected by the development of scrutiny functions which will audit the charities they lead
- Regular emails and newsletters to audiences with an interest in this work, delivering consistent messages tailored to each audience
- Press and media briefings to announce relevant developments and explain their significance

This role requires close and careful liaison with colleagues in the National Church Institutions, including the National Communications Team, Human Resources, and the safeguarding teams which are likely to become directly affected by processes to transfer staff to an external employer.

With agreement and coordination with the National Communications Team and the Programme Director they will take a lead on press and media strategy and delivery for the Programme.

This is a senior management role and the postholder will help to lead the work of the Programme team. They will line manage engagement and communications colleagues as required, including a specialist function to lead on survivor participation.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Internal and External Communications**

- Develops a comprehensive proactive and reactive communications strategy and produces a communications plan for the Programme, paying particular attention to stakeholder comms.
- Monitors and gathers intelligence to help brief and advise the Programme Director, Programme Board and Project Boards relating to perceptions, attitudes and willingness to engage with the work of the Programme.
- Works with Programme colleagues to develop communication assets (including but not limited to reports, presentations, newsletters, scripts and speeches, press releases and briefing updates for internal and external audiences), to ensure that regular internal and external updates are given to key stakeholders.
- In close collaboration with the national communications team, takes a lead on the press and media strategy and delivery for the Safeguarding Structures work. Advises the Programme Director and Programme and Project Boards on media issues, stakeholder needs, and media risks relating to the programme.
- Prioritises transparent and accessible information being made publicly available, in formats and channels which are accessible and credible to victims and survivors of abuse.
- Develops and implements messaging discipline to ensure consistent, timely and sensitive narratives and descriptions relating to Church safeguarding.
- Contributes to wider work across the Church to address misunderstandings and develop an evidence-based robust and credible narrative of the Church's commitment to effective safeguarding.

- Raises any risks and other issues to the Programme team and Programme Director and takes part in mitigating them.
- Must attend weekly meetings of Communications Department as ongoing liaison from the Programme Team

## Engagement

- Develops strategy for stakeholder engagement across all channels, overseeing delivery as required.
- Liaises with the Survivor Engagement team in NST to develop and commission effective engagement with survivors of abuse, enabling participation in governance, product design and testing, feedback and response mechanisms.
- Maps and monitors stakeholder influences and drivers, developing an engagement strategy which recognises and embraces the factors which concern or motivate each stakeholder group
- Identifies prospective benefits for each stakeholder group and develops communication products and processes which contribute to benefits realisation
- Anticipates and responds to stakeholder needs ensuring that engagement activities are accessible and clear.
- Develops and displays strong commitment to trauma-informed practice, making sure that all communication and engagement from the Programme adheres to best practice and encouraging and enabling colleagues and stakeholders to do the same
- Builds relationships with senior clergy and office-holders at all levels of the Church in order to gather insights and to build knowledge and understanding of the Safeguarding Structures Programme.
- Owns and manages engagement events, such as General Synod Fringe events and workshops, ensuring that the content, tone and messaging of materials and presentations are relevant and appropriate.
- Implements and maintains appropriate systems to enable effective planning and recording of engagement activities. This includes strengthening engagement capabilities and identifying the gaps and weaknesses.
- Works closely with the project team to support to maintain and update records.

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

*Skills/Aptitudes:*

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- Experienced strategic communications, engagement or change manager with a successful track record in developing external relationships, delivery of communication plans and experience of working across a mobile team.
- Excellent written and oral communication skills, with proven experience of tailoring communications to various audiences while delivering consistent messaging.
- Experienced in developing and adapting communications plans, stakeholder maps and communications copy, aimed at different audiences.
- A strong relationship builder who can adapt their style and gain buy-in to deliver results across multiple stakeholder groups.
- Proven experience (minimum five years) at manager level of leading press and media relations.
- Proven experience of crisis communications or strategic planning in order to mitigate prospective crises or communicating sensitive and highly contentious matters
- Proven experience (minimum three years) of advising a principal (Bishop, CEO, local or national government portfolio-holder or similar) regarding complex and sensitive matters and helping them to prepare for speeches, communications and engagement
- Experience and track record in delivering transformation projects in similar role in a dynamic, high-profile organisation or industry.
- Excellent leadership skills that can be deployed in a complex environment, including line management of staff.
- Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines.
- Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required.
- Excellent knowledge of Microsoft 365 suite of programs, and ability to utilise to a high level, such as Excel, Word and PowerPoint. Able to produce excellent written reports for programme and project board meetings.
- Ability to be rational, objective and unbiased when making decisions and taking action.
- An inspiring team member, able to build and contribute to high performing teams, that will deliver positive outcomes for the wider community.
- Good knowledge of the Church of England structure.

*Personal Attributes:*

- “Can do”, problem-solving approach to work.
- Experience of having to quickly understand specific and complex work challenges.
- Confident communicator and influencer, able to build and maintain relationships at all levels.
- Resilience and adaptability, particularly when working in an ambiguous fragmented organisational environment with multiple centres of power and influence.
- Demonstrates personal initiative and proactivity.
- Willingness to learn and apply trauma-informed principles in all aspects of the role.
- Sensitive to differing opinions and change.
- Empathy and openness to listen and learn from the experiences of others
- Ability to work calmly and effectively in a highly pressurised environment under considerable scrutiny.
- Strong personal commitment to equalities and diversity in employment and service delivery, with a caring and respectful attitude to staff.

- A positive team member who contributes, supports and leads as the situation requires, in order to maximise the effectiveness of the team's work.
- Understanding and empathy for the mission of the Church of England.
- Team player.

*Disclosure & Barring Service (DBS) Requirements:*

- Does this role require a DBS check? Yes
- If yes, at what level? Basic

Desirable

*Knowledge/Experience:*

- Facilitating and chairing meetings, having set suitable agendas, to keep meetings to time and on track.
- Working with vulnerable people or service users, in local communities or other sectors, charitable or otherwise, to build good working relationships and rapport.
- Knowledge of safeguarding
- Familiarity with organisational restructuring projects
- Experience of working within or alongside Church environments

## Vacancy Summary

<b>JOB TITLE:</b>	<b>Safeguarding Structures Senior Communications and Engagement Manager</b>
<b>NCI ENTITY:</b>	Archbishops' Council
<b>DEPARTMENT:</b>	AC Secretariat
<b>GRADE:</b>	Band 2
<b>SALARY:</b>	£68,999
<b>WORKING HOURS:</b>	35 hours per week
<b>PRIMARY OFFICE LOCATION:</b>	Church House, Westminster
<b>HYBRID WORK ARRANGEMENTS:</b>	Hybrid with expectation of minimum two office days per month
<b>SUITABLE FOR FULL</b>	
<b>HOMEWORKING:</b>	<input type="checkbox"/>
<b>HOMEWORKING REQUIRED:</b>	<input type="checkbox"/>
<b>CONTRACT TYPE:</b>	Fixed-Term

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<b>IS A DBS CHECK REQUIRED?</b>	<input checked="" type="checkbox"/>
<b>IF YES, WHICH LEVEL</b>	Basic
<b>IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?</b>	<input type="checkbox"/>
<b>ORACLE POSITION CODE:</b>	8103964
<b>COST CODE:</b>	22397
<b>PARENT POSITION:</b>	8103305.