

(Operational Delivery)

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:

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 Development Manager (Operational Delivery) will play a crucial role in delivering the operational aspects of the [Future of Church Safeguarding](#) work, which General Synod has given the Lead Bishop for Safeguarding the mandate to develop. This includes:

- Transfer of most functions currently delivered by the National Safeguarding Team (NST) to an external employer, eventually and after all development, consultation and legislative processes complete
- Further work to determine the legal and practical requirements necessary to implement model 4 which would involve the transfer of safeguarding teams in dioceses and cathedrals to the same external employer as the NST.

The postholder will support a Project Board to advise the Safeguarding Structures Programme Board and governance bodies, each of which will make key decisions about the set up and delivery of external operations functions. They will be the policy liaison during the legislative process and, once relevant policy has been agreed, provide instructions to the legal team to enable all necessary legislation to be prepared.

The postholder must have **significant expertise of safeguarding policy and practice**, and proven experience of leading large-scale restructuring or change management projects.

The postholder will oversee all workstreams related to Operational Delivery, including further work to determine the legal and practical requirements necessary to move to model 4.

In time, they will lead the transfer of staff¹ of the National Safeguarding Team (NST) to an external body.

MAIN DUTIES AND RESPONSIBILITIES

The purpose of this role is to **manage the work of the Safeguarding Structures Operational Delivery Board, and the delivery of the work it oversees. This is an extremely high-profile and sensitive piece of work, with a range of stakeholders each of whom might bring high levels of anxiety and emotion to the conversation.** Working with the Programme Director, the postholder will co-ordinate the operational delivery elements of the work that General Synod has given the Lead Bishop the mandate to deliver.

Tasks include but are not limited to:

Liaising with research experts on design and delivery of the Operational Delivery workstream for Programme Director approval before Safeguarding Bishop/Project Board review and agreement, making sure research is delivered promptly and at pace while maintaining necessary rigour.

- Acting as a key adviser to the Programme Director and Programme Board where requested, providing briefings, policy papers, and recommendations for Programme Board discussions.
- Leading the establishment and operation of the Scrutiny Project Board, working with the Programme Director to recruit members to the Board, defining governance structures, and developing a workplan for the next 12-18 months.
- Leading and staffing the Scrutiny Project Board, offering expert advice to the Chair and project board members, ensuring that the project maintains momentum and that key decisions are taken.
- Providing advice through presentations and briefings, and working with the Programme Director, to the House of Bishops, the Archbishops, Archbishops Council and other senior leaders and trustee bodies in order to gather their insights and their direction.
- Recruiting, developing and leading the staff team working on the Operational Delivery aspects of the Safeguarding Structures work, such as:
- Provides line management and direction to the HR Lead in the development of policy papers, ensuring the integration of technical expertise and the advice of victims and survivors.
- Provides leadership and expert advice across all functions within the Safeguarding Structures Team, actively guiding and mentoring other team members.
- Responding compassionately and professionally to high levels of emotion and anxiety from a range of stakeholders, including survivors of abuse and senior and frontline professionals.

- Working with the Senior Communications and Engagement Manager to schedule engagement activities and to design content for each engagement activity, working at pace to deliver an ambitious programme of engagement and analysis.
- Commissioning colleagues and suppliers to deliver specialist research, analysis and engagement services.
- Managing the design, policy development, and implementation of restructuring safeguarding operations, including presenting recommendations to the Project Board, ensuring alignment with safeguarding programmes, diocesan culture, and operational bodies, and driving integration for cohesive functioning.
- Overseeing collaboration with legal counsel and subject matter experts across finance, organisational design, and data protection to establish a robust, legally sound, and operationally effective Scrutiny Body, including development of budgets, staffing structures, and procedural frameworks.
- Compiling and synthesising analysis from research and engagement activities for reports to Safeguarding Bishop and Project Board – and presenting and distilling this analysis in clear and compelling terms.
- Driving the strategic integration of the Operational Delivery workstream with all relevant workstreams within the Safeguarding Structures Team, ensuring cohesive and efficient programme delivery.
- Liaising with other national Safeguarding projects and other NCI work to identify duplications or conflict and identify solutions where possible, and to make sure that House of Bishops, Diocesan Safeguarding Advisers (DSAs) and others are engaged with consistently.
- Overseeing the administrative support for Project Board Meetings (delivered by Business Support).
- Liaising with Finance to monitor the budget in relation to Scrutiny.
- Acting as day-to-day contact with Project Board members.
- Commissioning expert facilitation for survivor engagement
- Overseeing and administering the financial and emotional support offered to survivors and Project Board members.
- Leading and facilitating team meetings, collaborating across functions in the Safeguarding Structures Team, and driving a culture of high performance. Other tasks and activities as required.

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.

March 2025

Essential

Skills/Aptitudes:

- Experience of working in a safeguarding team or setting, with direct experience of policy development and/or casework, case management or related safeguarding activities.
- Experience of running organisational design or change management projects in local government, national government, public sector or commercial contexts with high levels of complexity including the transfer of staff from one organisation to another.
- Strong understanding of organisational design principles and experience of leading feasibility studies.
- Proven experience of leading policy development, governance or oversight within complex organisations, including the ability to drive policy through to implementation.
- Exceptional written and verbal communication skills, with a demonstrated ability to convey complex technical information clearly and concisely to diverse audiences, including senior stakeholders, policymakers and vulnerable individuals.
- Extensive experience in stakeholder management and high-level decision making, including the ability to manage and influence upwards.
- Proven ability to build trust and confidence with senior leaders.
- Proven ability to lead and deliver ambitious, contentious projects at pace, demonstrating resilience, compassion and the ability to foster collaborative team environments.
- Experience of communications and external stakeholder management on sensitive issues at a local and/or national level in a context of public scrutiny.

Personal Attributes:

- Confidence to advise senior people at a national level, including senior church or community leaders, safeguarding experts and other stakeholders.
- A proven ability to adapt language and advice appropriately, dependent on the audience.
- A proven ability to develop and sustain relationships at all levels of an organisation.
- A proven ability to maintain the highest standards of confidentiality and work sensitively with those affected by safeguarding issues.
- In sympathy with the aims of the Church of England.
- Upholds a commitment to impartiality and objectivity in a highly political environment with competing influences.
- Personal resilience to be able to work 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.

Disclosure & Barring Service (DBS) Requirements:

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

Vacancy Summary

JOB TITLE:	Development Manager, Operational Delivery
NCI ENTITY:	Archbishops' Council
DEPARTMENT:	AC Secretariat
GRADE:	Band 2 Standard Point
SALARY:	£68,999
WORKING HOURS:	35 hours per week
PRIMARY OFFICE LOCATION:	Church House, Westminster
HYBRID WORK ARRANGEMENTS:	Hybrid with expectation of a minimum of two office days per month
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Fixed-Term
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:	8103963
COST CODE:	22397
PARENT POSITION:	8103305