

ROLE PROFILE FOR Redress Communications & 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

The National Safeguarding Team provides professional safeguarding advice to the Church of England on matters of national policy as part of its wider transformation plan, which includes the development and implementation of national policy, training, quality assurance and audit, and work with survivors. The national safeguarding team also leads complex casework and supports dioceses in their safeguarding of children and adults.

An investigation by the Independent Inquiry Child Sexual Abuse conducted in 2019 has highlighted some areas for improvement in the Church of England Safeguarding Structure and Practices. This investigation reviewed the extent to which the Church of England and the Church in Wales protected children from sexual abuse in the past. It also examined the effectiveness of current safeguarding arrangements. A public hearing on these specific areas was held in 2019. The report, published in 2020, also drew on the previous two case studies on the Anglican Church, which

related to the Diocese of Chichester and Peter Ball. In addition to recommendations made in the case studies, IICSA made eight recommendations in this report, covering areas such as clergy discipline, information-sharing and support for victims and survivors.

The Redress Scheme project is part of the Church of England's Safeguarding Programme, which aims to embed structure, quality assurance and continuous improvement in line with its Safeguarding principles. Following the Church of England's recent approval of a comprehensive redress scheme for survivors of Church-related abuse, the project is now moving into the implementation phase, and we are looking for a new member of the team to help us prepare for the opening of the Scheme.

The role will work with multiple NCI departments involving, for example, HR & Payroll, Finance & Resources, Legal, among many others as well as Safeguarding Bishops and Safeguarding teams of the Church of England in support to the mission of the Church of England and this Programme's in particular, as well as external stakeholders, including the media.

To assist this project, there is a requirement for a Comms & Engagement Manager role to be performed by a specialist with relevant experience and expertise. The role will be primarily focused on communications and media, with an emphasis on working under public scrutiny.

What you'll be doing

The purpose of this role is to lead on influencing and enabling effective communications relationships at national level to effectively roll out the delivery of the Redress Scheme, playing a key role in this high-profile project, and to act as a representative of the organisation with a detailed knowledge of the project's history and objectives.

MAIN DUTIES AND RESPONSIBILITIES

The Communications & Engagement Manager will be an integral part of the project team, with strong leadership skills, supporting the team to provide clear direction and purpose, and enabling the delivery of the project's priorities, objectives, and outcomes.

This role will work in partnership with the Church Relations Manager and the rest of the project team to ensure structured stakeholder engagement. The role will lead on communications for the Redress project by engaging with the key programme stakeholders, including victims and survivors, media and press, senior diocesan and cathedral officers and NCI staff, to:

Campaign and Communications Management

- Develop and Implement Redress Communications Strategy focusing on raising awareness of the scheme within the wider Church, among victims and survivor networks, and general public.
- In liaison with the National Communications Team, develop, lead and deliver on the press and media strategy for the Redress Scheme.

- With the agreement and in coordination with the National Communications Team, manage out of hours media enquiries for the Redress Project and be on call via a dedicated work mobile.
- Act as the main point of contact for media outlets and journalists.
- Build and maintain strong relationships with media contacts and community figures.
- Produce high-quality content for various platforms, including press releases, blogs, newsletters, social media posts, and website copy.
- Horizon scanning for communications risks, owning development and implementation of the external comms risk mitigation plan.
- Managing PR partner to ensure the PR campaigns are fit for purpose and are aligned to the objectives of the Redress Scheme
- Ensure PR partner develop a robust post launch awareness raising approach and that everything is in place to deliver it

Engagement

- Be the first point of contact and support for external stakeholders as well as victims and survivors of abuse up to Scheme launch and respond appropriately to enquiries to raise awareness and bring clarity about the Scheme.
- Work directly with volunteer survivors to draw upon their lived experience to inform communication plans and messaging.
- Develop the Scheme Launch activities through a co-production with victims and survivors of abuse
- Own project FAQs by keeping the information up to date on a regular basis.
- Act as the Church wide interface of the scheme – including direct engagement with the senior leadership, digital channels, church's comms teams to ensure consistent, timely and sensitive messaging.
- Engage relevant external stakeholders (diocesan comms teams, safeguarding teams, Archbishops' Council, House of Bishops) at the most direct and senior level to gain access to necessary information and answer specific queries.
- Work closely with the Church Relations Manager in identifying challenges and solutions that parts of the project might pose to certain stakeholder groups.
- Develop a set of Redress awareness campaign materials and a release plan surrounding the Scheme launch, leading on the roll out of the awareness campaign.

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:

- 3+ years' experience leading communications workstreams on complex, public facing programmes
- Substantial experience in working in charity sector or public sector, understanding cultures and ways of working
- Familiarity with digital asset management and content management systems, supporting efficient organisation and publication of digital content.
- Excellent copywriting and editorial skills
- Working knowledge of copyright law, with the ability to apply and develop this knowledge in the context of digital media and communications.
- Experience of planning and running effective internal and external communications campaigns.
- Strong experience of working with victims and survivors in communications workstreams, co-producing and developing communications to reflect victim and survivor feedback.
- Experience and track record in delivering transformation projects in similar role in a dynamic, high-profile organisation or industry.

Skills & Abilities:

- Excellent leadership skills that can be deployed in a complex environment
- Demonstrable organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
- Ability to plan own work proactively, but in line with the programme objectives and dependencies
- A strong relationship builder who can adapt their style and gain buy-in to deliver results
- Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required
- Exceptional written and verbal communication skills with an ability to convey complex information in smart, creative formats to affect real change
- Ability to interact with the diverse range of stakeholders and respond positively when resolving issues
- Ability to be rational, objective and unbiased when making decisions and taking action
- Able to prioritise and respond to dynamic situations and act as a coach and role model to colleagues around to inspire them to perform at their best
- An inspiring team member, able to build and contribute to high performing teams, that will deliver impactful outcomes for the wider community

Desirable

- Understanding of the structures of the Church of England and sympathy with its work and aims.
- Experience in journalism
- Experience working for the Church of England, for Christian Charities, in the public or charity sectors or with safeguarding.

Vacancy Summary

JOB TITLE: Redress Communications & Engagement Manager

NCI ENTITY: Archbishops' Council

DEPARTMENT: National Safeguarding Team

GRADE: Band 2

SALARY: £68,999

WORKING HOURS: Full Time, 35 hours per week

PRIMARY OFFICE LOCATION: Church House, Westminster

HYBRID WORK ARRANGEMENTS: At least 1 day per week in the office

IS HOMEWORKING A REQUIREMENT FOR THE ROLE?: Yes ☐ No ☒

IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?: Yes ☒ No ☐

CONTRACT TYPE: Fixed-Term till September 2026

IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL ☐
Basic

IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE? ☐

ORACLE POSITION CODE: 8103551

COST CODE: 22395

PARENT POSITION: 8103552