

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

Lambeth Palace is a unique building of significant historical and global provenance. It is, first and foremost, the home of the Archbishop of Canterbury, as well as the centre of their ministry to the Church of England and the global Anglican Communion. The press office looks after their media bids, interview opportunities and the majority of public-facing commitments, from speechwriting to statements and sermons.

What you'll be doing

The Correspondence Manager has principal responsibility at Lambeth Palace for the effective delivery of the correspondence operation, ensuring it is effectively and efficiently managed, aligned with agreed objectives and strategy and contributes to the ministry to which God has called the Archbishop.

March 2024

MAIN DUTIES AND RESPONSIBILITIES

- Managing the Correspondence Team, ensuring it is well led, motivated and imbued with a sense of the importance of its contribution as an extension of the Archbishop's ministry.
- Managing the correspondence operation at Lambeth Palace, ensuring it is fit for purpose, reflects best practice, the right tone, contributes to and is aligned with the agreed strategic direction of the Archbishop's ministry.
- Ensuring the team delivers, high-quality and appropriate responses to enquiries and correspondence from members of the public, ensuring that agreed timescales are met and that wisdom and proper judgement is used in escalating communications, as appropriate.
- Ensuring that correspondence is properly logged and recorded throughout its journey, escalating issues, as appropriate.
- Ensuring high standards are met and maintained in the correspondence operation, escalating issues, as appropriate.
- Providing regular reporting on correspondence and enquiries, including on quantity, subjects and trends.
- Working closely with the Communications Team to ensure a consistency of messaging and tone on key issues that relate to the work of the Archbishop of Canterbury. To help develop responses in correspondence and broader messaging that reflects the work and ministry of the Office.
- Working closely with the Records Manager to ensure the accurate capture, classification, and application of retention schedules in line with best practice of appropriate correspondence.
- Acting as the system owner for the Correspondence Database, liaising with 3rd party support on bug fixes and future development needs where appropriate.
- Managing the delivery of the Archbishop's official Christmas Cards.
- All staff working at Lambeth Palace share responsibility to promote and maintain a strong safeguarding culture with regard to children and vulnerable adults, including identifying the key actions they should take given their role and responsibilities.

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

March 2024

- Managing and responding to high volumes of correspondence within a complex organisation.

Skills & Abilities:

- Interest in, and knowledge of, the ministry to which God has called the Archbishop of Canterbury, and the ministry Church of England generally, to enable the post-holder to communicate to these confidently and sensitively to a diverse range of internal and external stakeholders.
- Ability to demonstrate a sense of the wider purpose of the correspondence operation as an extension of the ministry of the Archbishop of Canterbury.
- Awareness of and interest in complex national and international politics and societal issues, particularly where they relate to the ministry of the Archbishop of Canterbury, and the ability to communicate both.
- Excellent judgement in understanding and dealing with urgent and complex matters across a wide range of issues with the ability to prioritise and escalate, as appropriate.
- An excellent command of English, including accurate spelling, punctuation and grammar.
- Excellent word processing skills using Word, MS Office and Outlook.
- Excellent communication skills, both written and verbal, with the ability to articulate clearly and sensitively on a wide range of issues.
- Excellent inter-personal and diplomatic skills, with proven experience of relating to people at all levels.
- Confident telephone manner with the ability to demonstrate the correct balance of approachability and/or authoritativeness, as the situation requires.
- Emotionally intelligent with a pastoral concern for others, yet a clear dispassionate view of sometimes distressing circumstances.
- Excellent IT skills, with the ability to remain at the forefront of technological developments in correspondence management.
- Constantly innovative and creative with the ability to bring forward systems and processes to enable increased efficiency and effectiveness.
- Excellent attention to detail with a sense of responsibility that the work issued is of a consistently high standard whilst delivering fast response times.
- Highly discreet and diplomatic.
- The ability to work calmly under pressure using initiative.
- Proven ability to work collaboratively to achieve results.
- An experienced line manager, with the ability to lead and motivate a team.

Desirable

- Experience of records and information management and awareness of current trends in both.
- Knowledge of the structure of the Church of England.

Vacancy Summary

JOB TITLE:	Correspondence Manager
NCI ENTITY:	Lambeth Palace
DEPARTMENT:	Communications
GRADE:	Band 4 Standard Point
SALARY:	£48,557
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Lambeth Palace, Lambeth Palace Road, SE1 7JU
HYBRID WORK ARRANGEMENTS:	Hybrid
IS HOMEWORKING A REQUIREMENT FOR THE ROLE?:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/> Choose an item.
IS A FAITH-BASED FOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8100202
COST CODE:	15060
PARENT POSITION:	Head of Media