

ROLE PROFILE FOR Project Support Officer Development

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 Church of England is continually striving to improve its safeguarding practices. The 2020 report by IICSA on the Church highlighted failures in respect of child sexual abuse and, more broadly, the challenges facing the Church to get safeguarding right.

The Church's aspiration is that safeguarding is not experienced and approached as a matter of administrative compliance. Rather, it should be what the Church is – something that flows from its core beliefs and values, part of its DNA.

The Church has made important and positive strides over recent years. There is, however, still much to be done to keep children and vulnerable adults safe, and to promote their well-being.

The Church is a complex collection of different bodies. Most of the safeguarding work is carried out locally within the 42 dioceses and cathedrals in England. This work is supported centrally by a National Safeguarding Team (NST).

Every diocese employs a Diocesan Safeguarding Officer (DSO)*. Many also employ Assistant Diocesan Safeguarding Officers (ADSOs). DSOs take the lead on safeguarding matters for the diocese – particularly the management of allegations of abuse by Church Officers**. Some cathedrals employ a Cathedral Safeguarding Officer (CSO) or have an agreement with their diocese for the DSO to take the lead on safeguarding operational matters.

In response to the Independent Inquiry into Child Sexual Abuse (IICSA) in the Anglican Church, published in October 2020, a regional model was piloted as a means of delivering Recommendation 1. Since the pilot concluded in March 2024, approval has been granted to implement the model across England and this work will begin from September 2024. Recruitment to these additional Regional Safeguarding Lead posts will enable the National Safeguarding Team to deliver IICSA Recommendation 1.

What you'll be doing

As Project Support Officer, you will play a key role in supporting the development and implementation of national safeguarding policy across the Church of England. Working closely with senior colleagues, you will assist in coordinating policy projects, tracking progress through governance processes, and ensuring effective communication with stakeholders. Your work will directly support the delivery of strategic priorities and the Church's commitment to creating a safer environment for all.

MAIN DUTIES AND RESPONSIBILITIES

Communications and engagement

- Collating and preparing newsletters and key messages relating to the workstreams.
- Maintaining website pages, ensuring content remains up to date and liaising with Communications colleagues as appropriate
- Co-ordinating input from NST colleagues into communications relating to workstreams
- Monitoring inbox, triaging and responding sensitively as appropriate, with support from colleagues as appropriate
- Arranging and supporting survivor engagement workshops and consultations.
- Contributing to the development of documentation by liaising with relevant stakeholders.

Contact management and data

- Day-to-day management of documents and data, including maintaining high levels of confidentiality and version control.
- Using IT systems to input and manage contact information and distribution lists related to engagement activity
- Develop the use of IT systems to support engagement activity
- Supporting research tasks including setting up online surveys, collating and summarising data.
- Assisting with initial analysis of data from a range of sources (both qualitative and quantitative data).
- Presenting data in a range of formats to allow easy accessibility and understanding.

Co-ordination of engagement activities

- Implementing and maintaining appropriate systems to enable effective planning and monitoring of engagement activities.
- Liaising with NST and NCI colleagues to ensure information about survivor engagement opportunities is clear and complete
- Organisation and coordination of events, including virtual events, as necessary.

Support and administration

- Maintaining project management structures/documentation, frameworks and tools, and supporting project managers and other colleagues to use these consistently and effectively.
- Support team members to follow up on actions/requests/made and communications.
- Organising meetings and workshops - booking meetings, meetings rooms, producing/circulating agendas, minute or note taking as required.
- Organisation and coordination of events, including virtual events, as necessary, giving careful consideration to the needs of those who may be attending
- Supporting NST colleagues with honorarium arrangements
- Working with colleagues within the Business Support Team of the NST to ensure efficient and effective business support for the NST
- Carrying out any other duties as required

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. 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.

Education:

- A-level or equivalent or significant experience in similar role.

Skills/Aptitudes:

- Highly IT literate and proficient with common applications such as Microsoft Word, Excel, Outlook and PowerPoint as well as web-based applications
- Excellent verbal and written communication skills including ability to write detailed and accurate minutes of meetings, format and proof-read documents
- High level of initiative and ability to work independently and prioritise workload.
- Excellent organisational skills
- Ability to build and maintain relationships with external individuals and organisations.
- Ability to work in a team within a pressured environment, working to tight deadlines.
- Ability to work methodically and accurately showing attention to detail
- Ability to deal sensitively and professionally with survivors of abuse and other vulnerable groups
- Ability to collect and collate information and data and handle this in line with GDPR requirements

Knowledge/Experience:

- Experience of office and administrative work
- Experience of diary management and meeting planning
- Experience of minute taking, including meetings regarding complex matters
- Experience of dealing with enquiries from members of the public
- Evidence of dealing with confidential and sensitive material
- Evidence of collaborative working as part of a team

Personal Attributes:

- Good resilience as this post may be required to minute meetings containing graphic reports of abuse.
- Confidence to work with senior people
- Good interpersonal skills and the ability to deal politely, confidently and efficiently with a range of people and to work flexibly as a member of a team
- Sensitivity and good judgement in dealing with urgent and complex matters
- Flexible approach to structure of the working day
- Willingness to learn new skills

Desirable

Knowledge/Experience:

- Experience of working in a setting with either children and families or vulnerable adults, for instance a local Authority social care or NHS settings
- Knowledge of safeguarding
- An understanding and empathy with the structure and culture of the Church of England

Circumstances: This role may include some national travel

Vacancy Summary

JOB TITLE:	Project Support Officer
NCI ENTITY:	Archbishops' Council
DEPARTMENT:	National Safeguarding Team
GRADE:	Band 5 Standard Point
SALARY:	Starting salary in £40,572
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House, Westminster London
HYBRID WORK ARRANGEMENTS:	Hybrid
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:	Click or tap here to enter text.
COST CODE :	22382
PARENT POSITION :	Business Support Manager