

THE NATIONAL INSTITUTIONS OF THE CHURCH OF ENGLAND

MANAGING EMPLOYER: ARCHBISHOPS' COUNCIL

NATIONAL SAFEGUARDING TEAM

JOB PROFILE

JOB TITLE:	Contract Manager – 2.5 days per week, FTC to 31 March 2026
GRADE:	Band 3, £54,127 p.a. pro rata
LOCATION:	Home working or Hybrid with office at Church House, Great Smith Street, Westminster, London SW1P 3AZ
ACCOUNTABLE TO:	Deputy Director, Partnerships
RESPONSIBLE FOR:	No line management responsibility
KEY RELATIONSHIPS:	SSEW Trustees, Advisory Committee members, National Director for Safeguarding, Deputy Directors within the NST, key staff within partner organisations, Bishops, Diocesan employees, NCI colleagues in various teams, project stakeholders.
JOB SUMMARY:	To oversee the delivery of service contracts related to SSEW on a day to day basis. The role will also support the governance of SSEW as a charitable company.

BACKGROUND

The charitable company 'Safe Spaces England and Wales' (SSEW) was formed by the Archbishops' Council (Church of England) and the Catholic Church in England and Wales. SSEW receives funding from both Churches, as well as other grant making organisations. SSEW provides arms-length oversight and decision-making in connection with the delivery of 'Safe Spaces', an independent support and advocacy service for victims and survivors of church-related abuse.

SSEW has contracted with a charity to deliver the Safe Spaces service for the next 3 years, and as such a Contract Manager is required to oversee the delivery of the contract on a day to day basis. The role will also support the governance of SSEW as a charitable company.

The role sits within the National Safeguarding Team (NST) of the Church of England, part of the National Church Institutions (NCIs). The NST 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.

MAIN DUTIES AND RESPONSIBILITIES:

The Contract Manager will oversee the delivery of service contracts related to SSEW on a day to day basis. The primary focus will be the main Safe Spaces service contract and an independent evaluation contract. The role will also support the governance of SSEW as a charitable company.

The role will work with multiple NCI departments e.g. finance, legal office, data services, among many others as well as Safeguarding Bishops from both Churches and other stakeholders.

The role will also work with members of the Safe Spaces Advisory Committee, which includes safeguarding, legal, finance and communications representatives from both Churches, as well as victim and survivor representatives.

Contract Management

- Leading on the management and delivery of the service contract
- Lead on vendor liaison by setting communication and reporting standards, actively chasing for important deliverables
- Maintain oversight of key reporting deadlines, collecting and collating data to boards and committees
- Ensuring compliance to contractual and legal requirements, including data protection
- Identifying, analysing and escalating risks and issues and planning corrective actions to mitigate those
- Cost estimating and tracking the budget
- Manage resource allocation and capacity
- Liaising with different NCI departments to ensure arrangements for input to the work
- Planning for contract end and future service arrangements as appropriate

Governance

- Planning governance and reporting cycles
- Producing and managing reports and necessary documentation for the workstream
- Providing project updates to all required governance bodies.
- Prepare agendas and papers for all governance boards
- With the Company Secretary, ensure that SSEW meets all appropriate charity and governance obligations
- Providing updates to funding bodies as required

Stakeholder Engagement

- Acting as the day to day workstream representative
- Build highly effective relationships with SSEW trustees, SSAC members, partners and commissioned organisations, anticipating and responding to needs as they arise
- Ensuring effective working relationships with key colleagues within the NST and the Catholic Safeguarding Standards Agency (CSSA)
- Working closely with communications representatives, produce a Stakeholder Engagement and Communications plan to promote awareness of the service across both Churches
- Working closely with communications representatives in regards to all stakeholder communication

Procurement

- Follow company procurement processes for the engagement of any suppliers (e.g. independent evaluators).

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.

PERSON SPECIFICATION:

Essential

Knowledge/Experience:

- Proven experience of effective contract management in the charity or government sector.
- Proven track record of proactively delivering successful results
- Knowledge and experience of project management
- Knowledge and experience of finance and budgeting
- Experience of working in multi-disciplinary teams in a complex environment
- Experience of reporting to project boards and wider governance arrangements
- Experience of charity governance
- Proven experience of building effective relationships with a wide range of stakeholders, including senior leaders and service users.
- Experience of risk identification, management and escalation

Skills/Aptitudes:

- Ability to build trust and credibility with a wide range of diverse stakeholders
- Ability to adapt and take a pragmatic approach in order to obtain an effective outcome
- Ability to be rational, objective and unbiased when making decisions and taking action
- Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
- Excellent analytical skills and attention to detail
- Excellent writing and verbal communication skills
- Strong IT skills and competent across the range of IT systems and packages used by the organisation (including MS Teams, Outlook, MS Office, Sharepoint)

Personal Attributes:

- Dedication to ensuring effective and high quality services for SSEW
- Demonstrable commitment to safeguarding

Disclosure & Barring Service (DBS) Requirements:

- Basic DBS check

Desirable

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

GENERAL INFORMATION:

Who we are and our values

We in the National Church Institutions support the mission and ministries of the Church locally and throughout England. We work together in our teams, with those who serve in Parishes, Dioceses, Schools and other ministries and with our partners at a national and international level.

We have developed our NCI 'people' values which are below, and we work with these regardless of whether we are of Christian faith, another faith or no faith;

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|---|---|
| Excellence:
we take pride
in doing a
good job | <ul style="list-style-type: none">• Understand the needs and expectations of those we serve and support• Take personal responsibility for solving problems and learn from what we do• Support what works but be open to and welcome change where it's needed |
| Respect:
we treat
everyone
with dignity | <ul style="list-style-type: none">• Work with others to get the best Result for those we serve and support• Value people for who they are and embrace our differences• Listen and learn from each other, regardless of who or what we are• Set clear, realistic and fair expectations• Recognise achievement and support each other |
| Integrity: we
are
trustworthy | <ul style="list-style-type: none">• Do what we have said we will do• Take accountability for what we do• Be open and straightforward with ourselves and others• Celebrate behaviours that support our values and challenge those that don't |

Our training, policies, procedures and practices are all intended to support behaviours in line with our values and we expect all staff to uphold these.

Diversity

Our aim is for everyone in the NCIs to feel that they belong, and are valued for who they are and what they contribute.

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. We aim to create a workforce that:

- values difference in others and respects the dignity and worth of each individual
- reflects the diversity of the nation that the Church of England exists to serve
- fosters a climate of creativity, tolerance and diversity that will help all staff to develop to their full potential.

We are committed to being an equal opportunities employer and to ensuring that everyone, job applicants, customers and other people with whom we deal, are treated fairly and not subject to discrimination. We will do whatever is necessary to provide genuine equality of opportunity. We continuously review our policies and processes to support our aim to create a workforce as diverse as the nation the Church of England serves.

As a Disability Confident Leader, we actively look to attract, recruit and retain those of you who are disabled.

As a member of the Armed Forces Covenant, we welcome applications from those of you who have served in our Armed Forces and their families.

Standards of Behaviour and Conduct

Staff are expected to act at all times with due consideration for others and in a manner befitting their position as employees of the Church and as professionals, whatever their job.

Health and Safety Responsibilities

The NCIs take Health and Safety at work very seriously and require their staff to familiarise themselves with, and follow, their policy.

Confidentiality

Staff must not pass on to unauthorised persons, any information obtained in the course of their duties without the permission of their Head of Department.

TERMS OF EMPLOYMENT:

Starting Salary: Salary £54,127 per annum (pro rata to if part-time)

Pension Contributions: Non-clergy staff will be automatically enrolled in the Church Administrators Pension Fund (CAPF, DC Section) unless they choose to opt out. Clergy already in the Church of England Funded Pensions Scheme (CEFPS) will have the option of either remaining in this scheme or joining the CAPF scheme.

The National Church Institutions have an income protection insurance arrangement. To be eligible for cover under this policy an employee must be a member of the CAPF DC section. Please note that insurance cover is not necessarily automatic and that underwriting may be required by the schemes in some instances. Cover will be subject to any terms and conditions laid down by the insurance company.

Hours of Duty: Normal hours of work are 2.5 days per week, Monday to Friday with an hour's unpaid break for lunch [pro rata to if part-time].

Annual Leave: 25 days paid leave per leave year. This is exclusive of public holidays and additional holidays approved by your employer. [Pro rata to if part-time].

Season Ticket Loan: Staff are eligible to apply for an interest-free travel season ticket loan for their journey to and from work.

Contract: The post is offered on a fixed-term contract to 31 March 2026, subject to a [six]-month probationary period.