

ROLE PROFILE FOR DISCERNMENT SUPPORT COORDINATOR

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

As members of the Ministry Development Team (MDT) our work both shapes and is aligned with the Church of England's Vision and Strategy to see a Church which is Jesus Christ shaped and centred. We aim to be a younger and more diverse church where a mixed ecology of worshipping communities is the norm. Our focus is primarily outwards, towards those we support and guide in local churches, 42 Dioceses, Cathedrals, and 22 Theological Education Institutions. In order to deliver this we will work collaboratively with colleagues in other parts of the NCIs.

The Ministry Development Team supports all stages of the 'life-cycle' of the Church of England's public lay and ordained ministers through five sub-teams. The post-holder will work in the Discernment Team supporting the work around discernment. This means supporting the two-stage national Shared Discernment Process that advises bishops about those whom God is calling

to start training as ordained ministers. This involves around 80 Stage 1 Panels and around 50 Stage 2 Panels a year. Willingness to work collaboratively, flexibly and adaptably is essential in this role.

What you'll be doing

The Discernment Process Administrator role includes co-ordination, logistical organisation and support for some online and several in-person discernment panels. It also involves oversight of the administration for the candidates panel. These all need to run effectively so that all stakeholders experience a high quality and efficient service. The administrator will also be confident in supporting the ministry discernment portal and database, which are the primary tools for management of panels. The Discernment Process Administrator will help with internal and external enquiries, often as the first point of contact, so effective communication, presentation and responses are required. This is a key opportunity for a gifted, organised administrator who can take the initiative, yet has a heart for team-working in one of the major discernment processes in the Ministry Development Team which impact upon churches and dioceses across the Church of England.

MAIN DUTIES AND RESPONSIBILITIES

Planning for Discernment Work

- Providing administrative and logistical support for the discernment work for a number of the residential Stage 2 Panels and some of the online Stage 1 Panels.
 - This involves working with Diocesan Directors of Ordinands (DDOs) to ensure that all administrative documents are correct and submitted via the ministry discernment portal on time.
 - Responding to queries about documents and paperwork from DDOs;
 - Creating supporting documents for a given Panel for the National Discernment Adviser (Panel Secretary).
 - Highlighting to the Panel Secretary any issues about which they need to know.
 - Liaising and coordinating on the panel organisation with the relevant Conference Centre / Retreat House.
 - Assisting the Panel Secretary with any other matters relating to a given Panel.
- Developing succinct and cohesive communications across a range of contexts and taking active responsibility for tracking the full and effective working of the allocated panels.
- Acting as the first point of contact and responding to enquiries received via the shared inbox for the discernment process from stakeholders and colleagues.
- Handling requests from work colleagues and stakeholders to give one-to-one advice and to resolve problems such as helping a diocesan DDO complete and submit a form.

Supporting and Monitoring Bishops' Advisers for Discernment

- Ensuring that details of the up to 500 Bishops' Advisers for Discernment are up-to-date in the ministry discernment portal, communicating effectively with Bishops' Advisers for Discernment to address any problems.
- Overseeing the administration for training new Bishops' Advisers for Discernment. This includes collating and sending out the relevant training materials and updating the ministry discernment portal with details of new Bishops' Advisers for Discernment.

- Attending face-to-face training for new Bishops' Advisers for Discernment, as required, to assist with any portal-related queries and to help new Bishops' Advisers register to serve on Stage 1 and Stage 2 Panels.
- Overseeing the allocation of Bishops' Advisers for Discernment as assessors on Panels, to ensure they are appropriately allocated to Panels. This will include finding replacements when absences occur, avoiding conflicts of interest. One tool for doing this will be creating and implementing an emergency standby list for Bishops' Advisers for Discernment for Stage 2 Panels, communicating effectively with the Discernment Process Manager, Bishops' Advisers, National Discernment Advisers and others.

Administrative support for the Candidates Panel

- Responsible for providing full administrative support for the Candidates Panel which meets five times a year, liaising closely with National Advisers for Discernment and Candidates Panel Bishops' Advisers as needed.
- Working with the appropriate lead National Discernment Adviser to ensuring the candidate packs are created appropriately for each given case (these packs are often bespoke, given the particular reason for the Panel) and sent to the agreed Candidates Panel Bishops' Advisers at the agreed time; ensuring the candidate invitation letters (bespoke according to the context) are sent at the appropriate time; offering further administrative support as requested by the relevant National Discernment Advisers.
- Once outcomes are known, ensuring candidates are appropriately recorded into databases to ensure accurate and legally compliant GDPR ministry records for each candidate.

Supporting the effective working of the Discernment Portal

- Playing a key role in offering a help desk function for all ministry discernment portal users such as answering submitted queries.
- Maintaining records and providing reports using the people-related data with attention to current GDPR and NCIs policies, as required.

Other administrative support

- Providing occasional other administrative support as requested such as sending out mailings on behalf of the National Discernment Team.

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

October 2024

Knowledge/Experience

- An instinctive team player, able to work collaboratively in the discernment support team and the discernment team, whilst being able to use their own initiative to work individually.
- A positive, proactive attitude to all tasks approached.
- Highly professional approach grounded in graciousness, care and sensitivity to ensure consistency of tone in our engagement with internal and external stakeholders.
- Supportive of the work and Christian ethos of the Church of England.
- Able to work very well to deadlines.
- Able to develop excellent interpersonal relationships with stakeholders, including those in senior roles in dioceses.
- Evidence of being responsive to changing and challenging situations.
- Comfortable handling and analysing confidential and often complex data maintaining integrity and sensitivity.

Skills & Abilities:

- Very good planning and organising skills with strong attention to detail.
- Effective communication skills in writing and verbally.
- Very good IT skills with experience of working with web-based applications such as portals, SQL databases and virtual learning environments, as well as using MS Office and effective use of Teams and Zoom.

Qualifications & Training:

- Education, skills or experience which enable effective working in a role where some analysis and problem solving is needed.
- Very competent skills in English language - written and verbal.

Desirable

- Evidence of ongoing personal learning and development.

Vacancy Summary

JOB TITLE:	Discernment Support Co-ordinator
NCI ENTITY:	Archbishops' Council
DEPARTMENT:	Ministry Development Team
GRADE:	Band 5 Standard Point
SALARY:	£38,918 pro rata
WORKING HOURS:	17.5 hours
PRIMARY OFFICE LOCATION:	Church House, Great Smith Street, London SW1P 3AZ
HYBRID WORK ARRANGEMENTS:	Yes – typically one day a week in Church House – subject to business needs and Hybrid Working Policy
SUITABLE FOR FULL HOMEWORKING:	<input checked="" type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/> Select level of DBS Check required
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	Click or tap here to enter text.
COST CODE:	22020
PARENT POSITION:	Discernment Process Manager