



THE CHURCH  
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

## ROLE PROFILE FOR CORRESPONDENCE OFFICER

### 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 a nationally and internationally significant religious leader, the Archbishop of Canterbury receives thousands of letters, e-mails, invitations and phone calls from members of the public every year, each of which needs to be carefully examined and an appropriate response given and recorded. The Correspondence Team process and log all correspondence and ensure correspondents receive a helpful, gracious and timely response. From official correspondence to questions and queries from the general public covering a rich diversity of topics and subjects. As such, the way the correspondence operation is delivered and managed is essential to the witness and ministry exercised by the Archbishop. It requires a high degree of wisdom, judgement, communication, emotional intelligence, diplomacy, confidence, attention to detail and collaboration to ensure correspondents feel they have been responded to graciously.

This post gives an excellent opportunity to work in a small, friendly, busy office, in unusual and pleasant surroundings. The staff at Lambeth Palace work as a small and close-knit team, supporting each other at busy times with flexibility and good humour.

## What you'll be doing

The Correspondence Officer will assist the Correspondence Manager in the effective delivery of the correspondence operation; processing, logging, distributing and responding to the Archbishop's correspondence in line with agreed objectives and strategy, contributing to the ministry of the Archbishop.

### MAIN DUTIES AND RESPONSIBILITIES

1. Processing the Archbishop's large volume of correspondence: receiving, opening, logging and distributing letters and emails.
2. Drafting and sending replies to correspondence either as unique letters or tailoring standard replies in line with agreed objectives
3. Being innovative in the approach to the systems and processes we employ, always looking for new and better ways to improve how we work.
4. Assisting with the compilation of statistics and reporting on volume and trends within correspondence, including preparing regular and occasional reports.
5. Receiving telephone calls from the public, responding to public enquiries, compliments and complaints, and ensuring that any subsequent action is taken.
6. Supporting the Correspondence Manager, Records Manager, and IT Department in the development of systems for the efficient handling of the Archbishop's correspondence.
7. Using a range of office software, including email, spreadsheets and databases to carry out the work of the Correspondence Team.
8. Engaging in research projects as necessary and requested.
9. Covering for the Correspondence Manager as necessary during absence, within agreed limits.
10. Assisting with franking and post handling ensuring outgoing mail is ready for daily collections.
11. Contributing positively to a working environment that is professional and effective but also good-humored and fun.

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

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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*

- Experience of handling correspondence or papers for senior managers.
- Excellent IT/computer skills including experience of Microsoft Word, Outlook, and databases.

### *Skills & Abilities:*

- Strong interpersonal and diplomatic skills, with the ability to deal with people at all levels.
- Sufficient interest in, and knowledge of, the ministry of the Archbishop of Canterbury, and the ministry of the Church of England generally
- An excellent command of English, including accurate spelling, punctuation and grammar.
- High attention to detail including a high standard of accuracy when processing data.
- Attention to detail and a methodical approach to both routine and more complex tasks, including a willingness to follow procedures precisely.
- Sound judgement and in understanding and dealing with complex matters across a wide range of issues
- Emotionally Intelligent with an understanding and concern for others
- Strong analytical skills
- Exercise initiative and work calmly under pressure and to meet competing deadlines.
- Ability to maintain confidentiality in dealing with sensitive and confidential issues.
- Flexibility, able to adapt quickly in response to change.
- 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.

## **Desirable:**

### *Qualifications & Training:*

- A level standard or equivalent minimum

## Vacancy Summary

<b>JOB TITLE:</b>	<b>Correspondence Officer</b>
<b>NCI ENTITY:</b>	Lambeth Palace
<b>DEPARTMENT:</b>	Office of the Archbishops (Lambeth Palace)
<b>GRADE:</b>	Band 6      Standard Point
<b>SALARY:</b>	£33,382
<b>WORKING HOURS:</b>	35
<b>PRIMARY OFFICE LOCATION:</b>	Lambeth Palace
<b>HYBRID WORK ARRANGEMENTS:</b>	4-5 days per week in the office
<b>SUITABLE FOR FULL HOMEWORKING:</b>	<input type="checkbox"/>
<b>HOMEWORKING REQUIRED:</b>	<input type="checkbox"/>
<b>CONTRACT TYPE:</b>	Fixed-Term 6 months
<b>IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL</b>	<input checked="" type="checkbox"/> Basic
<b>IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?</b>	<input type="checkbox"/>
<b>ORACLE POSITION CODE:</b>	8027650
<b>COST CODE:</b>	15060
<b>PARENT POSITION:</b>	Acting Correspondence Manager to the Archbishop of Canterbury