



Application Pack

Ref: WA346

Programme Officer, Westminster Abbey Institute

Salary £31,600 per annum

**Full-time – Permanent
40 hours per week**

**Advert Date: 5 August 2024
Closing Date: 8 September 2024,
5pm**

Westminster Abbey

Contents

- Letter from the Chair of the Institute Steering Group
- About Westminster Abbey
- The Westminster Abbey Institute
- The Role of the Programme Officer
- Job Description and Person Specification
- Working for us
- Equality statement, Safeguarding & How to Apply



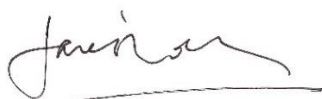
A Letter from the Chair of the Institute Steering Group

This is an exciting time for Westminster Abbey. Having fully recovered from the significant challenges posed by the Covid pandemic, with refreshed confidence following the success of the major State events which took place here in 2022 and 2023, and having celebrated Westminster Abbey Institute's tenth anniversary with a major congress at Jesus College, Cambridge, the Institute has a key role in delivering significant components of the Abbey's mission over the coming years.

The Institute has developed an enviable reputation in its first decade, and we have recently appointed a new Director to lead and shape its future strategy. Our priorities include developing the Institute's diverse and talented Fellowship community, enhancing our parliamentary and institutional engagement, and expanding our public programmes. We're now looking for a Programme Officer to support the Institute's work across each of these three areas.

We live in challenging times for public servants, with the values the Institute seeks to promote and nurture under constant pressure. The need, indeed longing, for the vision the Institute offers is both evident and tangible, and the Programme Officer will play a significant supporting role in enabling the Institute to grow its reach and impact. We place a high value on collaborative working, so, alongside the contribution of their own creativity and commitment, the Programme Officer can count on stimulating colleagues and the distinctive resources of Westminster Abbey as they enable the Institute to have a positive, lasting impact on the public life of this nation and beyond.

I am delighted that you are interested in exploring this opportunity to contribute to the life of the Abbey at a significant moment in its long history and at a pivotal stage in the Institute's development. Working at the Abbey can be richly rewarding, and you would be part of a dynamic team. If you are excited by the possibilities and feel you have the capabilities and experience to make a difference, we would very much like to hear from you. Thank you for your interest.



The Reverend Canon Dr James Hawkey
Canon Theologian



About Westminster Abbey



Above all else, the Abbey is a living church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain

Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, musicians and artists.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster, to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter, and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth I on 21st May 1560.

The Dean is the Abbey's head of house and Ordinary. The four Canons of Westminster and the Dean comprise the Dean & Chapter, the governing body of Westminster Abbey. The Dean and Canons are also members of the Strategic Board of the Abbey. They are supported by the Receiver General and Chapter Clerk, who is head of the lay administration of the Abbey.

The Dean & Chapter forms the core of the Collegiate body, which includes the High Steward and High Bailiff of Westminster (currently the Duke of Buccleuch and Sir Ken Olisa) and their deputies, the Minor Canons, certain senior lay members of the Abbey staff, key advisors, senior staff of Westminster School and the Harris Federation, the Lay Vicars, the choristers and the forty-eight King's Scholars of Westminster School.

We are a welcoming community, though also complex and multi-faceted, with around 600 highly committed clergy, employees and volunteers. We have deep respect for the heritage of which we are the custodians, whilst we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement programme are helping us to support and develop our staff and volunteers.

The Dean and Chapter of Westminster defines our Mission in these terms:

- To offer daily divine workshop to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To care for the precious resources entrusted to us: our people, partnerships, buildings, heritage and money.

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak periods are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.



The Westminster Abbey Institute

Westminster Abbey Institute aims to nurture and revitalise moral and spiritual values in public life and service. It seeks to replenish and sustain public servants of all faiths and none, and to celebrate and animate public service as a force for good. The Institute draws on Westminster Abbey's resources of spirituality and theological learning, rooted in its daily worshipping life and broader Christian tradition, to convene discussion, nourish reflection and inspire regeneration.



In its first ten years the Institute has established a strong identity and reputation, with a highly successful fellowship programme and a rich offering of public lectures and seminars, tailored workshops for MPs and public service institutions, and regular publications. The Abbey Board is committed to building on this excellent foundation to broaden and deepen the Institute's impact on public life.

The Institute seeks to break new ground in often challenging contexts. It represents the Abbey in very significant fora and speaks with the authority of the Dean and Chapter. Consequently, every aspect of its work has to be of the highest possible standard and in harmony with the distinctive voice the Abbey has in national life and in the life of the national church.

The Role of the Programme Officer

This is an exciting time to join the team at Westminster Abbey Institute. Building on the success of our first decade we're looking to grow our reach and impact for the future. To do this, we're focusing our work in three key areas: Supporting the Institute's talented and diverse Fellowship community, strengthening our parliamentary and institutional engagement, and expanding our public programmes. We are appointing three new Deputy Directors to each lead one of these areas.

This newly created role of Programme Officer plays a key role in delivering the Institute's emerging strategy for *Renewing faith in public life* through supporting the Institute's activity across each of those three key areas. This is a wide-ranging role with responsibility for supporting each of the Institute's three Deputy Directors with various aspects of programme design, development, administration and evaluation.

We are looking for a Programme Officer with the experience, aptitude and ability to help the Institute realise its full potential across its three areas of work. This is a vital role with scope for substantial personal development and public impact.

Job Description

JOB TITLE:	Institute Programme Officer
DEPARTMENT:	Westminster Abbey Institute
POST REPORTS TO:	Deputy Director, Parliamentary and Institutional Engagement
KEY RELATIONSHIPS:	<p>Internal: Institute Team; Steering Group members and other colleagues across the Abbey.</p> <p>External: Council of Reference; Fellows; other senior public servants and officials; programme speakers and contributors, partner organisations.</p>
JOB SUMMARY:	This newly created role is pivotal to delivering the Institute's emerging strategy for <i>Renewing faith in public life</i> , with responsibility for supporting the Institute's work and activity across three areas: Fellowship, Parliamentary/Institutional Engagement, and Public Programmes.
BACKGROUND:	<p>Westminster Abbey is both a place of daily worship and one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey, comprising approximately 300 employees and a greater number of volunteers.</p> <p>Westminster Abbey Institute aims to nurture and revitalise moral and spiritual values in public life and service. It seeks to replenish and sustain public servants of all faiths and none, and to celebrate and animate public service as a force for good. The Institute draws on Westminster Abbey's resources of spirituality and theological learning, rooted in its daily worshipping life and broader Christian tradition, to convene discussion, nourish reflection and inspire regeneration.</p>

MAIN DUTIES AND RESPONSIBILITIES

Supporting programme design, delivery and review

Providing comprehensive, end to end programme support across the full range of programmes the Institute undertakes in its three priority areas: Fellowship, Parliamentary and Institutional Engagement, and Public Programmes.

Working closely with the Institute's Deputy Directors to support the design and delivery of new programmes, undertaking initial research and scoping exercises to feed into programme development, testing ideas and helping develop feedback mechanisms to enable effective evaluation and review.

Supporting Deputy Directors with their monitoring and reporting requirements, gathering and analysing information, drafting reports and making recommendations.

Supporting Deputy Directors with their marketing and communications activity, drafting copy and implementing marketing/communications plans as appropriate for distinct areas of work.

Leading the organisation and administration of programme delivery, ensuring all logistical components associated with catering, room-booking, venues and facilities run smoothly, are organised well in advance and to an excellent standard, and that attendee/speaker requirements are met.

Providing discrete support to each programme as required according to its evolving needs, priorities and audiences. These duties are likely to vary and adapt, commensurate to the role, as each new programme area becomes established.

Communications, engagement and relationship management

Developing relationships with members of the Institute's Steering Group, Fellowship community and external/partner organisations to support the design and delivery of the Institute's programmes.

Acting as the key point of contact for programme participants and delivery partners, ensuring logistical arrangements are well managed and facilitate successful programme delivery.

Developing new CRM and contact lists for the Institute's audiences, streamlining data and ensuring timely and accurate record-keeping.

Facilitating and managing information-sharing, resources and communications across the three programme areas.

Testing and introducing the use of Eventbrite/other digital methods for event booking, streamlining processes and ensuring sufficient data capture to enable effective reporting.

Supporting Deputy Directors to produce engaging communications content to promote, advocate and engage audiences with the Institute's work.

Working collaboratively with colleagues across Westminster Abbey to support the delivery of shared objectives.

Supporting operations and resource management

Supporting Deputy Directors as required with budget monitoring and reporting processes, ensuring a consistent approach across programmes.

Contributing to the Institute's annual budget review and business planning processes.

General and wider contribution

Contributing to the Abbey's Public Engagement Programmes Forum, identifying opportunities for collaboration and alignment between the Institute's work and the Abbey's social and community engagement.

Representing, and acting as an Ambassador for, the Institute internally and externally.

Carrying out other tasks and responsibilities commensurate with the role as requested by the Deputy Directors and Institute Director.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.

Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential

Education/Training/Qualifications

- Educated to graduate degree level or equivalent in a relevant field.

Knowledge / Experience

- Experience of supporting projects or programmes in a relevant setting.
- Experience of undertaking academic research and/or project evaluation.
- Experience of working in a busy, fast-paced environment, managing and prioritising workload to deliver multiple deadlines.
- Experience of effectively using CRM, online booking systems and other information management tools to streamline processes and enable effective reporting.
- Experience of successfully engaging stakeholders at multiple levels of an organisation to deliver a specific outcome.
- Experience of drafting marketing and/or communications copy for a range of audiences, tailoring content and approach.
- Experience of working across team boundaries to achieve shared goals.
- Knowledge and understanding of the public service context in which the Institute works.
- Deep sympathy with the Christian faith and traditions as practised at the Abbey.

Skills

- Strong prioritisation and time management skills, with the ability to work effectively across multiple programmes, managing and prioritising workload and delivering to multiple deadlines.
- Ability to undertake secondary research and support the design and delivery of programme monitoring and evaluation.
- Excellent organisational skills, with the ability to ensure that all aspects of the Institute's programme and events are delivered to a high standard.
- Excellent interpersonal skills, with the ability to build effective relationships internally and externally.

-
- Strong oral and written communication, with the ability to draft marketing and communications copy and programme reports, tailoring communications for different audiences.
 - Excellent IT skills to introduce effective contact lists, record-keeping, information management and online bookings, via use of a CRM and/or other online/digital systems.
 - Effective team working, with the ability to contribute to a stimulating work environment, inputting ideas and embracing other views.
 - A collaborative mindset and approach, working proactively with colleagues to support the Institute and Abbey's work in the public square.

Personal Attributes

- Proactive and collaborative.
- Solutions and delivery-focused, able to respond creatively to challenge and opportunity.
- Commitment to Westminster Abbey's values and to supporting EDIB (Equity, Diversity, Inclusion and Belonging).

Desirable

- Experience of working in the public service and/or ethical context in which the Institute works, and/or with its public service audience.
- Understanding of Westminster Abbey's role, its place in public life and its potential to contribute to the public good.
- Educated to post-graduate degree level or equivalent in a relevant field.

This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the postholder.

Working for us

Employment Status and Probation

This post is permanent and is subject to a six-month probationary period.

Salary

The salary will be £31,600 per annum and is paid on the last Friday of each month. Salary is reviewed annually.

Working Hours

40 hours per week. In this post, the successful candidate will be expected to take a flexible approach and work additional hours as circumstances demand, which will include some evenings and weekends. The postholder is eligible to claim time off in lieu (TOIL) for additional hours worked in accordance with the Overtime Policy and will not be eligible for overtime payments.

Annual Holidays

Abbey employees receive a full-time holiday entitlement of 31 days per annum, including recognised public holidays, from commencement of employment.

Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from our catering outlets.

Season Ticket Loan

A season ticket loan is offered after satisfactory completion of the probationary period, repayable over 10 months.

Medical Insurance

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

Equality Statement, Safeguarding and How to apply

Equality Statement

The Dean and Chapter aims at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

How to Apply

Please complete our application form, as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements. As well as your previous work experience (including a **full** career history of all employment), tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: applications@westminster-abbey.org.

Applications should arrive no later than 5pm, Sunday 8 September 2024.

Shortlisted candidates will be invited for interview on Thursday 10 October 2024.

We regret that, due to the large number of applications we normally receive, we may only be able to contact you and/or provide feedback if you are invited to attend an interview. We appreciate your interest in our work at Westminster Abbey.