



Could you be our new
**Head of External
Engagement?**

Application Pack

Contract Basis:	Permanent, full-time
Reporting to:	Chief Executive
Direct Reports:	External Relations Team
Based:	London, Hybrid
Salary:	£62,000 - £68,000. Staff also receive an annual cost-of-living-related salary uplift in years where this applies.

Who are we?

Clergy Support Trust is an independent charity, the largest and oldest supporting Anglican ministers and their families. We exist to serve those people who, through their ministry, spend their lives serving others.

Founded in 1655, the Trust has grown significantly in recent years. We supported 2,700 households across the UK and Ireland in 2024, including 22% of serving clergy in the United Kingdom, through a wide-ranging programme of grants and support services. Our data and advocacy were instrumental in bringing about recent, generational improvements to clergy wellbeing, including a 10.7% increase in the basic Church of England stipend, and we are a significant player in seeking to improve Church culture and policy.

This is a hugely exciting time to join the Trust. We are about to launch our 2026-28 Strategy, which includes several new initiatives, not least the launch of our online support hub for clergy households, and renewed commitments to research, training, advocacy and external engagement.

As a member of the Senior Leadership Team, our new Head of Engagement will lead in telling the story of our new strategic direction, and in building our supporter base to deliver our bold vision. You will oversee our fundraising, marketing, media and supporter engagement, online profile, events calendar – including our flagship Festival Service, attended each year by over 1,500 people at St Paul's Cathedral – and the exceptional team of three colleagues who deliver all this.

Clergy Support Trust has a passionate team of 25 staff, led by The Revd Ben Cahill-Nicholls as Chief Executive. Shortlisted for ACO Charity of the Year in 2023, the Trust is a proudly inclusive and supportive place to work. We warmly welcome applications from candidates of all backgrounds, and believe a diverse workforce leads to fresh ideas and creative thinking, as well as better reflecting our beneficiary base.

What do we do?

Serving and retired clergy households can access a variety of financial support, including:

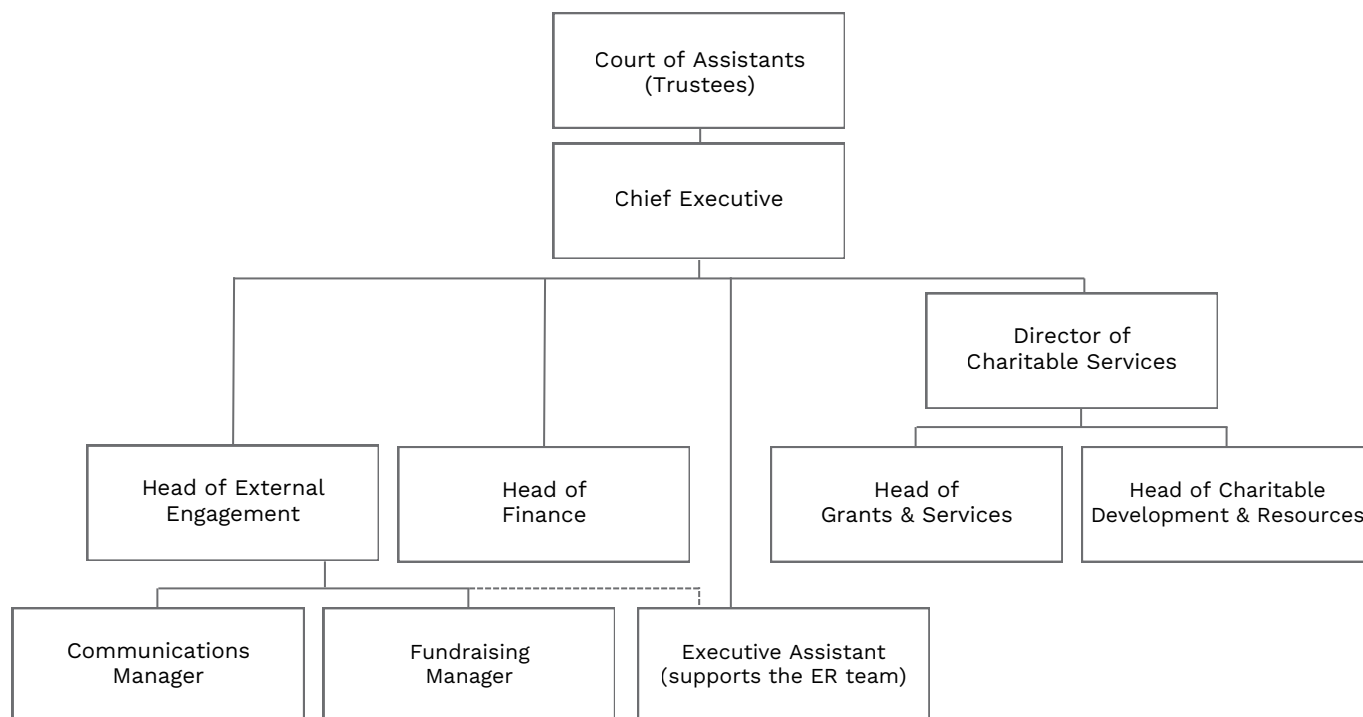
- **Emergency grants** for those unexpected costs which catch us all off-guard, from energy bills and car repairs to replacing your washing machine.
- **Health grants** to support short or long-term, physical or mental health conditions. This includes mobility aids, dentistry or diagnostic tests.
- **Wellbeing grants** towards fitness activities, spiritual retreats or a much-needed holiday, supporting with physical, mental and emotional wellbeing.

We also offer a number of services through our trusted partners, such as:

- **Counselling sessions** for a range of difficulties, including pastoral issues, anxiety, bereavement, separation and relationships.
- **Occupational therapy assessments**, delivered by occupational therapists across the UK.
- **Debt support**, with access to advice and management plans.

In the past three years, we've also launched a Will Writing Service, a Coaching Service, a Visiting Caseworker Service and a programme of Wellbeing Workshops, exploring topics such as stress and resilience, building a healthy team, and trauma-informed ministry in dioceses across the UK.

The SLT and your direct reports



Our values

We are guided by our four organisational values:

- Generosity
- Compassion
- Wisdom
- Truth

We offer a programme which is separate from the national Churches and open to all eligible households across the UK, Ireland, Diocese in Europe and the Diocese of Sodor and Man.

Our principles

We exist in order to help relieve and prevent poverty, hardship and illness, and to promote the physical and mental health of our applicants: clergy and their families.

We do this in a way which makes a tangible difference to their day-to-day lives. We aim to learn also from what similar support organisations provide to other groups, putting our resources to good use.

We will focus as far as possible on areas which have a good fit with our expertise and experience, not providing support already available from others, or which it is the responsibility of the Church itself to provide.

Our events

Our Festival Service is one of the oldest choral music events in the world, and celebrated 370 years in 2025. It brings together three world-class cathedral choirs under the dome of St Paul's Cathedral, to give thanks for clergy families.

Our Festival Dinner at Plaisterers' Hall welcomes our Governors and Stewards - our closest circle of supporters - and key guests, including those from the City of London, under one roof as we fundraise to support our work.

Our Annual Assembly is our Annual General Meeting (AGM), with an engaging keynote speaker from the Church world, followed by a lunch. The event is exclusively for our Governors.

Our Christmas Carol Service is a fundraiser held in the majestic setting of The King's Chapel of The Savoy, one of our patron, His Majesty's private royal chapels.



An applicant's story

Sara is the Clergy Household Support Officer for the Diocese of London and a clergy spouse.

She and her husband, Graham have had a relationship with the Trust for over a decade.

"When our kids were little, I was a full-time mum, so money was very tight. My husband was always quite on top of what support was out there and what we could apply for."

As the saying goes, when it rains, it pours, and when car repairs, dental fees and school expenses all came round at once, Sara and her family were confident that Clergy Support Trust could lend a hand.

"There's no need to feel embarrassed about needing support. We're all in this same boat together."



Job Description

Job title:	Head of External Engagement
Contract basis:	Full-time, permanent (35 hours a week), subject to the satisfactory completion of a six-month probation period.
Reporting to:	Chief Executive
Direct reports:	Communications Manager, Fundraising Manager and 1 FTE additional hire planned for 2026.
Based:	London – Hybrid (two days a week on average in the office, depending on business need). In 2026, we will be relocating office, but staying within Zone 1 of Central London.
Annual salary:	£62,000 - £68,000. Staff also receive an annual cost-of-living-related salary uplift in years where this applies.
Hours of work:	35 hours per week worked flexibly. The Trust's business hours are 0900 – 1630, Monday to Friday.

About the role

Clergy Support Trust is an organisation which “punches above its weight”, in terms both of the help provided to hardworking clergy households, and the influence we seek to have on Church culture. Our colleagues are passionate about what they do, and work hard in delivering it – but our internal culture is informal, hybrid, friendly and supportive. We are looking for someone aligned to our values, who will bring their own skills, experience, warmth and ambition, and grow with us.

We are looking for an experienced communications professional, able to lead a broad function encompassing all aspects of our external engagement. While our Fundraising Manager (reporting to you) will be the focussed lead on philanthropy, we are looking for a Head of Department who can support that, so you are likely to have some experience of fundraising within your own career. Alongside that, the new Head of External Engagement – reporting to our Chief Executive, and engaging regularly with Trustees and stakeholders – will lead on media engagement, strategic communications and events, so we are looking for someone with strong experience across these areas.

All of the Trust's staff work hybrid. We have a central London office, where we come together monthly, with sub-teams meeting separately as well. Our expectation for this role is that you will work an average of 1-2 days per week in London, with seasonal fluctuations - around the annual Festival, for example, this team is generally in London more often. We embrace flexible working, and offer an excellent benefits package (you'll even get your birthday off!) to ensure that work is a balanced, productive part of your wider life.

Key responsibilities

1. To lead, manage and report on the work of the External Engagement team.

- Design and delivery of the team's annual strategic plan, with clearly measurable targets across fundraising, communications, marketing, events, and stakeholder engagement.
- Line management of the Fundraising Manager and Communications Manager, with a third colleague to join the team in 2026.
- Oversight of all budgets associated with your team.
- To be the voice of communications and fundraising on the Trust's SLT, ensuring that the external relations elements of our wider programme are well-considered and represented, and contributing to organisational strategy and vision.
- To manage the Trustee External Relations Committee, liaising with its Chair and members to curate suitable agendas and papers for its quarterly meetings, and to prepare as required related papers for discussion at quarterly full Board meetings.
- Ensure that systems required to execute communications and fundraising work, including Salesforce, are up-to-date and robust for use.

2. To design and deliver communications relating to the charity's 2026-28 Strategy, ensuring appropriate, informative content for colleagues, applicants, supporters, partners and stakeholders.

- To develop a strategic communications plan for the next three years, ensuring that key messages about our changing direction and ongoing programme are communicated in a clear, timely way to all those engaging with our work (including several thousand applicants per year, and the leadership of the national Churches whose people we serve).
- To ensure that all communications materials, including our website and social media, are accessible, informative and up-to-date, working with colleagues and partners to improve our online offer.
- To support the Fundraising Manager in communicating our vision to existing and potential donors.
- To work with the Director of Charitable Services, Head of Charitable Development & Resources, and others in building a coherent narrative around our new programmes, including our Support Hub (launching 2026) and training and research offer, and to support colleagues with key messaging, especially during this transitional strategic period.

3. To oversee delivery of our first ever Fundraising Strategy.

- To act as a supportive manager, colleague and sounding-board to the Fundraising Manager, including with the design and execution of events and materials, and in building relationships with existing and prospective supporters.
- To report regularly to the Chief Executive and Board on delivery of this ambitious strategy.
- To ensure compliance with the Fundraising Regulator and others, and that processes for GDPR, Gift Aid, etc are efficient and compliant.

4. To be the charity's principal Press Officer, and to support the Chief Executive as the charity's principal spokesperson.

- To significantly scale-up the charity's story-telling, particularly with the non-Christian media, and to develop opportunities for the Chief Executive and wider team to engage the public with the charity's outstanding work.
- To build and enable media coverage of our campaigns, events and impact.
- Act, as needed, as responsive press officer for breaking, relevant news, and keep the Chief Executive and others informed of developments.

5. To oversee the charity's growing programme of events.

- Lead the team in delivering an excellent annual Festival Service at St Paul's Cathedral, and Festival Dinner.
- Lead the team in delivering other events, including our Christmas Carol Service and supporter briefings.
- To ensure events are safe, compliant, accessible, impactful and represent value-for-money.
- To ensure the charity's marketing and ticket management systems are fit-for-purpose and appropriately enabled.

6. Other duties as reasonably requested by the Chief Executive and Board.

Person specification

We would expect our Head of External Engagement to bring most, or all, of the following skills and experience:

- A passionate, hard-working and relatable colleague who will appreciate and contribute to the Trust's mission and ethos
- Significant experience in comparable roles and settings (for example, in faith-based or charity sector communications)
- Good knowledge of, and networks within, the media (both church-specific and more general)
- Experience leading and overseeing high-profile, complex events
- A track record of building and nurturing donors
- Exceptional writing skills for diverse audiences and purposes
- Excellent understanding of, and experience in, strategic communications, including organisational storytelling, audience growth and online channels, and of working and collaborating cross-organisationally to ensure that programme considerations are at the centre of all communications
- Previous experience managing budgets and people, particularly small, high-performing teams with significant scope of responsibility
- Passion for our work and a demonstrable sympathy with our Christian values

Employee benefits

Pensions and Life Assurance

- Employees are automatically enrolled into the Trust's pension scheme, which attracts an employer contribution equivalent to 10% of basic gross salary.
- Life Assurance (Death in Service cover) of 4x salary will be provided for your spouse/dependants in the event of your death whilst you are an active employee.

Leave

- Generous annual leave entitlement: The standard annual leave entitlement in any holiday year is 25 days (exclusive of recognised public holidays), which can increase with service. The Trust also closes between Christmas and New Year, in addition to annual leave entitlement.
- All employees receive their birthday off!
- All staff have an annual volunteering allowance of 2 days, per calendar year.
- Generous maternity and paternity leave and pay packages.

Training and Development

- Our Training and Development budget allows staff to take part in corporate training, and to attend conferences or short (i.e. 1-2 day) courses of particular relevance to their own role (as a guide, around £500 per year, per individual).
- Where staff are studying for longer-term courses, the Trust will, where possible, provide support towards the cost of the course, or provide additional leave. In some cases, it will provide a combination of both.
- Alternatively, colleagues can apply for a one-off study grant of up to £1,000. Where larger sums are involved, and although this will not be contractually binding, it would be anticipated that employees remain in post for at least a year beyond completion of the study, in order that the Trust – as well as the individual – might benefit from the study pursued.

Season Ticket Loan

- The Trust appreciates the high cost of travel in London and will provide an interest-free season ticket loan to employees, subject to eligibility.

Health and Wellbeing

- Our comprehensive Employee Assistance Programme includes a confidential counselling service, GP access, fitness, retail and lifestyle discounts and a range of other wellbeing support services.
- The Trust offers a £50 annual contribution towards the cost of work-related prescription glasses.

How to apply

To apply, please email your application to vacancies@clergysupport.org.uk, addressing your application to The Revd Ben Cahill-Nicholls, Chief Executive.

Please include with your application:

- Curriculum Vitae
- Covering letter (no more than three sides of A4) explaining why you are interested in the role and how you meet the person specification, with specific examples in your supporting statement

Closing date for receipt of applications: 9.30am, Monday 1 December 2025

First interviews will take place at our London office with the Director of Charitable Services, Chief Executive and Operations & Office Manager, on Monday 8 December 2025.

Successful candidates will then be asked to attend a second interview the afternoon of Monday 15 December 2025.