



Could you be our new

External Engagement Officer?

Application Pack

Contract Basis:	6 month fixed term contract (with possibility of extension). Full-time, or minimum 28 hours per week
Reporting to:	Head of External Engagement
Direct Reports:	None
Based:	London, Hybrid
Salary:	£32,000 - £34,000 pro rata, dependent on experience

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 2,900 households across the UK and Ireland in 2026, including 1 in 5 of all serving clergy in the Church of England, 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 have recently launched 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.

Clergy Support Trust has a passionate team of 25 - 30 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:

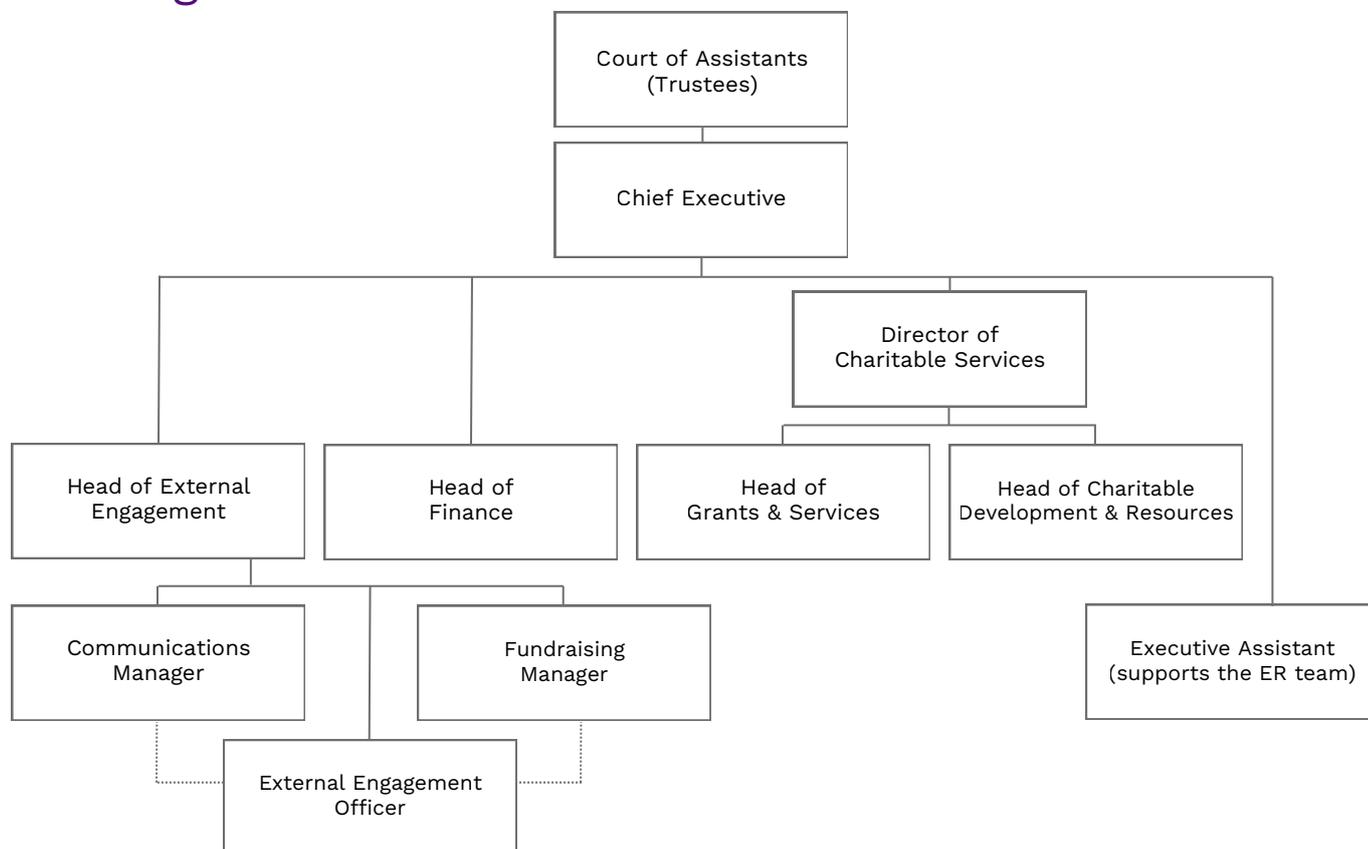
- **Emergency grants** for those unexpected costs which catch us all off-guard, from energy bills and car repairs to replacing your washing machine.
- **Health grants** to support short or long-term, physical or mental health conditions. This includes mobility aids, dentistry or diagnostic tests.
- **Wellbeing 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 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.

Our organisation



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:	External Engagement Officer
Contract basis:	This role is being advertised on a six-month contract initially, but with the possibility of becoming a permanent role. The job role is being offered as full-time role, but we are also open to candidates who would prefer a part-time role (minimum 28 hours per week across 4 days).
Reporting to:	Head of External Engagement, with dotted line to Communications Manager and Fundraising Manager for day-to-day work.
Direct reports:	None.
Based:	The position is hybrid, with the expectation that the successful candidate will work from the central London office for a minimum of two days a week, which will normally be Tuesday and Thursday.
Annual salary:	£32,000 - £34,000 pro rata, dependent on experience.
Hours of work:	35 hours per week, worked flexibly. The Trust's 'core hours' are 0900 – 1630, Monday to Friday and we expect colleagues to work with reference to these whilst encouraging a flexible working culture and good work/life balance.

About the role

Working closely with the whole External Engagement team, the External Engagement Officer will provide vital administrative and operational support across fundraising, events, and communications. This role is ideal for someone who is in their first/second role, and looking to develop a broad range of skills in a supportive environment.

It is an excellent opportunity to develop a broad range of skills and experience across comms, fundraising, events, marketing and press within a busy team. It is ideal for a motivated individual who has some experience (1 year+) of working in communications or fundraising and can provide reliable proactive support for our fundraising and communications activities (such as event logistics, copywriting content, preparing social media posts), but who is also excited to lead on their own projects.

We are looking for a candidate who is highly organized, technologically adept and curious, with a 'can-do' attitude who shares our commitment to supporting the clergy community.

Key responsibilities

1. Fundraising and Data Support

- **Managing Contacts:** Ensuring that up-to-date records are kept throughout our CRM (SalesForce) and able to pull off information for colleagues.
- **Financial Processing:** Responsible for adding weekly bank donations onto SalesForce (SF) and working monthly to reconcile SF income with Finance reports.
- **Supporter Care:** Lead on thanking supporters, specifically managing emails and cards for donations over £100.
- **Legacy Administration:** Assist with the administration of legacy giving, including thanking donors for pledges and gifts.
- **Prospect Research:** Support the Fundraising Manager in carrying out research into potential prospects and networks to help expand the Trust's reach.
- **Finance Liaison:** Act as the primary team contact for the Finance department regarding income and gift processing.

2. Events - Logistics and Administration

- **Guest Management:** Support event logistics by using our CRM to manage all aspects of our events including guest lists, RSVPs, and creating name badges for attendees.
- **Box Office Function:** Act as a point of contact for event booking enquiries (including our Carol Service and annual Festival at St Paul's) and assist with seating plans.
- **On-site Support:** Provide hands-on support at events, including guest registration, hospitality, and high-level donor care.
- **Post-Event Coordination:** Collate and record guest lists and feedback from attendees to inform future improvements.

3. Communications and Digital Engagement

- **Inbox Management:** Monitor and manage the Hello@ and Festival@ inboxes, ensuring timely and professional responses.
- **Social Media:** Assist with digital engagement by managing DMs, replying to comments, and creating content.
- **Print Advertising:** Manage the logistics of print advertising, including booking space, processing invoices, and the transfer of creative files.

4. General / Team Support

- **Inventory Management:** Maintain an organized inventory of fundraising and event materials, such as banners, stationery, and merchandise.
- **Database Maintenance:** Proactively update SalesForce with missing information, to ensure the database remains accurate and reliable for the External Relations (ER) team to use.
- **Team Collaboration:** Provide general administrative support to the ER team and contribute creative ideas for improving supporter care and donor engagement.
- **Other Duties:** Undertake other reasonable duties and projects commensurate with the post to support the wider goals of the External Relations team.

Person specification

	Essential	Desirable
Experience, skills and abilities	<p>Excellent attention to detail</p> <p>Proven experience (at least 1 year) of working in communications/fundraising for an organisation</p> <p>Proven experience of using CRM databases</p> <p>IT literate – proven experience of using MS Office and MS Teams</p> <p>Usage of graphic design software (i.e. Canva), to design a range of high-quality marketing materials and social media content</p> <p>Experience of posting social media content on behalf of an organisation</p> <p>Strong demonstrable written and verbal communication skills to ensure high quality crafting of compelling content aimed at different audiences</p> <p>Able to handle sensitive/confidential data</p>	<p>Experience of using Salesforce (CRM)</p> <p>Proven use of Adobe to edit and create publications</p> <p>Experience in managing suppliers and commissioning small design/print projects</p> <p>Experience of uploading content to a website through a CMS system</p> <p>Demonstrable experience and understanding of what constitutes good practice in working with people with lived experience, with a view to sharing their stories</p>
Personal	<p>A team-oriented individual with a personable nature, able to adapt to and positively contribute to the team culture</p> <p>Highly organised, with the ability to juggle multiple responsibilities within a small team and work collaboratively</p> <p>Ability to work under pressure</p> <p>Excellent inter-personal skills and demonstrable ability to work in a small busy team, and is willing to “muck in” during peak periods</p> <p>Sympathetic to the Christian ethos of the charity, and with a passion for the wellbeing of clergy and their families</p> <p>Ability to handle sensitive supporter data and beneficiary stories with confidentiality and care</p> <p>A professional and friendly manner when representing the Trust at conferences, services, and high-profile events at St Paul’s Cathedral</p> <p>A “can-do” approach to troubleshooting booking issues, or identifying ways to improve engagement with our content</p>	<p>Interested in developing a career in communications/fundraising</p>

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, pro rata.

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, pro rata).
- 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 the Head of External Engagement, Jenny Manchester, at vacancies@clergysupport.org.uk

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
- Completed copy of the EDI Monitoring form (completion of this form is voluntary)

Closing date for receipt of applications: 9am, Monday 20 April 2026

First interviews will be at our Westminster offices and will likely to take place on 28 April 2026. Successful candidates will then be asked to attend a second interview on 6 May 2026.