

Role Description

Bishops' Office Manager

The Diocese of Lichfield is one of the largest and more diverse dioceses in the Church of England, stretching from the Welsh border to the Peak District and from north Staffordshire to the Black Country. We are at the heart of England, not just geographically but culturally and socially. Areas of spectacular natural beauty sit beside the legacy of centuries of industry and commerce, areas of growth, aspiration and hope beside urban deprivation, rural poverty and despair, and our churches are located across this diversity. We serve over two million people in this breadth of context across over 1700 square miles and over 530 churches, representing a range of cultures and traditions and lead by nearly 500 licensed clergy and lay leaders. This is overseen by the Bishop of Lichfield, who delegates local oversight on many matters to three Area Bishops for Shrewsbury, Stafford and Wolverhampton. These areas also being an Archdeaconry with Wolverhampton consisting of two separate Archdeaconries. Each Episcopal Area is supported by an Executive Assistant to the Bishop and one to the Archdeacon. Around 70 central staff based out of St Mary's House in The Close in Lichfield exist to underpin all that is happening across our local church communities, supporting, encouraging and equipping our church leaders in all matters, including operational, mission and ministry.

Our vision extends an invitation to all to "Come follow Christ in the footsteps of St Chad." St Chad is our patron saint and was Bishop in the seventh century, who walked the fields, forests and settlements of the Mercian land sharing the good news of Jesus Christ. As part of this, we hope and pray that the two million people in our diocese encounter a church that is confident in the gospel, knows and loves its communities, and is excited to find God at work already in the world. We long for a church that reflects the richness and variety of those communities and partners with others in seeking the common good, working for justice and mercy, as a people of hope.

To support this vision, the Bishop of Lichfield is seeking to appoint a person with good interpersonal skills and proven high-level administrative and operational competence, who is pro-active and instinctively a team player to join their personal staff, supporting the ministry of the Bishop of Lichfield and the Area Bishops.

The Bishop of Lichfield's Personal Staff comprises of the Office Manager, an Executive Assistant and the Bishop's Chaplain. The Bishop's Office is located in Bishop's House, in The Close in Lichfield.

The person appointed will work closely with the Executive Assistant and the Bishop's Chaplain to give administrative and operational support to the Bishop's ministry, also ensuring that a warm and generous welcome is extended to all who contact the office. The post holder will undertake a wide range of administrative, coordinating and oversight tasks, between the Diocesan Bishop's office and the offices of the Episcopal Areas.

The current Bishop of Lichfield, The Right Revd Dr Michael Ipgrave OBE has announced that he will be retiring at the end of September 2026, however the work of the Diocesan Bishop's Office will continue, led by an Acting Bishop of Lichfield until the 100th Bishop of Lichfield is appointed.

KEY TASKS

General

As a member of the bishop's office team, you will be required to

- Ensure the effective running of the Bishop's Office so that that all key functions and processes are delivered to the highest possible standard.
- Collaborate with the Executive Assistant in the management of the diary and correspondence for the Bishop of Lichfield, to support them in their local, national and international engagements, including arranging travel and accommodation as required
- Liaise with the Diocesan Office, Registrar and Church Commissioners and other local/national partners.
- Ensure good communications and an appropriate level of awareness of each other's areas of work
- Work collegially with and provide support for the Area Offices.
- Respond to queries, with professionalism and tact.
- Cover for other members of the bishop's office team in their absence

Overtime, and as this role evolves, you will be required to work alongside the Area Bishops and Archdeacons to implement a process of supervision and support for their office staff. This may involve

- Ensuring that there is capacity within the offices for flexibility and innovation to meet the developing needs of the Bishops and the Diocese
- Fostering good communications and ensuring an appropriate level of awareness and support between the various offices.
- Coordinating any training and professional development for the staff

Financial and Property

- Oversee the management of the finances for the Bishop of Lichfield's official expenses and working costs
- Manage maintenance contracts and house repairs liaising with contractors, Church Commissioners and their management company
- Supervise, manage and communicate with all casual staff including their legal compliance, scheduling, payroll, ad health and safety.
- Work closely with the bishop's household and office colleagues to ensure that any works to the house are carried out in a timely and effective manner, with minimal disruption to their home and the office.
- Have an awareness and understanding of appropriate of health and safety legislation and putting this into practice

Appointments, Records and Archives

- Support processes for the appointment and authorisation of clergy and lay ministers
- Work alongside the Bishop's Chaplain to provide appropriate support for clergy oversight and pastoral matters as determined by the bishop
- Maintain to the highest standards all electronic and paper filing systems, ensuring standardisation and compliance
- Maintain to the highest standards the archives for the bishop of Lichfield.

Hospitality

- Working with colleagues and the bishop's household, organise and manage social functions, receptions, dinners and other hospitality events ensuring that they run smoothly, including provision of refreshments and meals

The main duties and responsibilities of this post are outlined in the job description. This list is not exhaustive and is intended to reflect the main tasks and areas of work. Changes may occur over time, and the Office Manager will be expected to agree any reasonable changes to the job description that are commensurate with the Office Manager's banding and in line with the general nature of the post. The Office Manager will be consulted about any changes to the job description before these are implemented.

PERSON SPECIFICATION

To be demonstrated and evidenced in application:

- High standard of literacy and numeracy, a degree or otherwise demonstrable skills in research and critical review of information would be advantageous
- Professional in-person, telephone and digital communication manner with the ability to articulate and receive messages clearly
- IT proficient with a high-level working knowledge of Microsoft Word, Outlook, Excel and file management systems as well as online meeting platforms and integrating these with diaries
- An eye for detail, accuracy, and quality to all areas of work
- A good degree of emotional intelligence and the ability to communicate in a variety of manners, including being pastoral and robust as the situation requires
- The ability to maintain absolute confidentiality and discretion, with a good understanding of data protection / GDPR principles
- Experience of coordinating and managing events
- A good understanding of finances and budgets
- The ability to respond and adapt quickly to the changing priorities within the office
- The ability to work flexibly in a small team as well as organise own workload, to set priorities and to work to deadlines
- Experience of line management
- A willingness to learn, to a complex level, the systems, structures and terminology of the Church of England, prior knowledge or experience of these would be advantageous
- Sympathy with the Christian faith, supportive of the work of the Church of England and committed to the ethos of the Bishop's Office and household
- Willingness to learn new skills and take part in any appropriate training

TERMS and CONDITIONS

- This is a full-time post of 35 hours per week, with an annual salary of £35,000. Work may be required on evenings or at weekends with compensatory time off in lieu
- Membership of the Church Workers Pension scheme with employer contributions
- Holidays 25 days per year plus 3 Discretionary Days plus Public Holidays
- Location: Bishop's House, The Close, Lichfield and other locations across the diocese (this role will generally be working on-site)
- The post holder will report to the Bishop of Lichfield

- The employer will initially be Lichfield Diocesan Board of Finance, however in due course this will be the Bishop of Lichfield in their corporate capacity, with continuous service
- There will be a probationary period of 6 months

CLOSING DATE: **7 September 2026**

INTERVIEWS TO BE HELD IN LICHFIELD ON: **17 September 2026**

The Diocese of Lichfield is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders are expected to share this commitment.
