



Application Pack

Christmas Tree Festival Project Coordinator (fixed term)

September 2026 – January 2027

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CATHEDRAL

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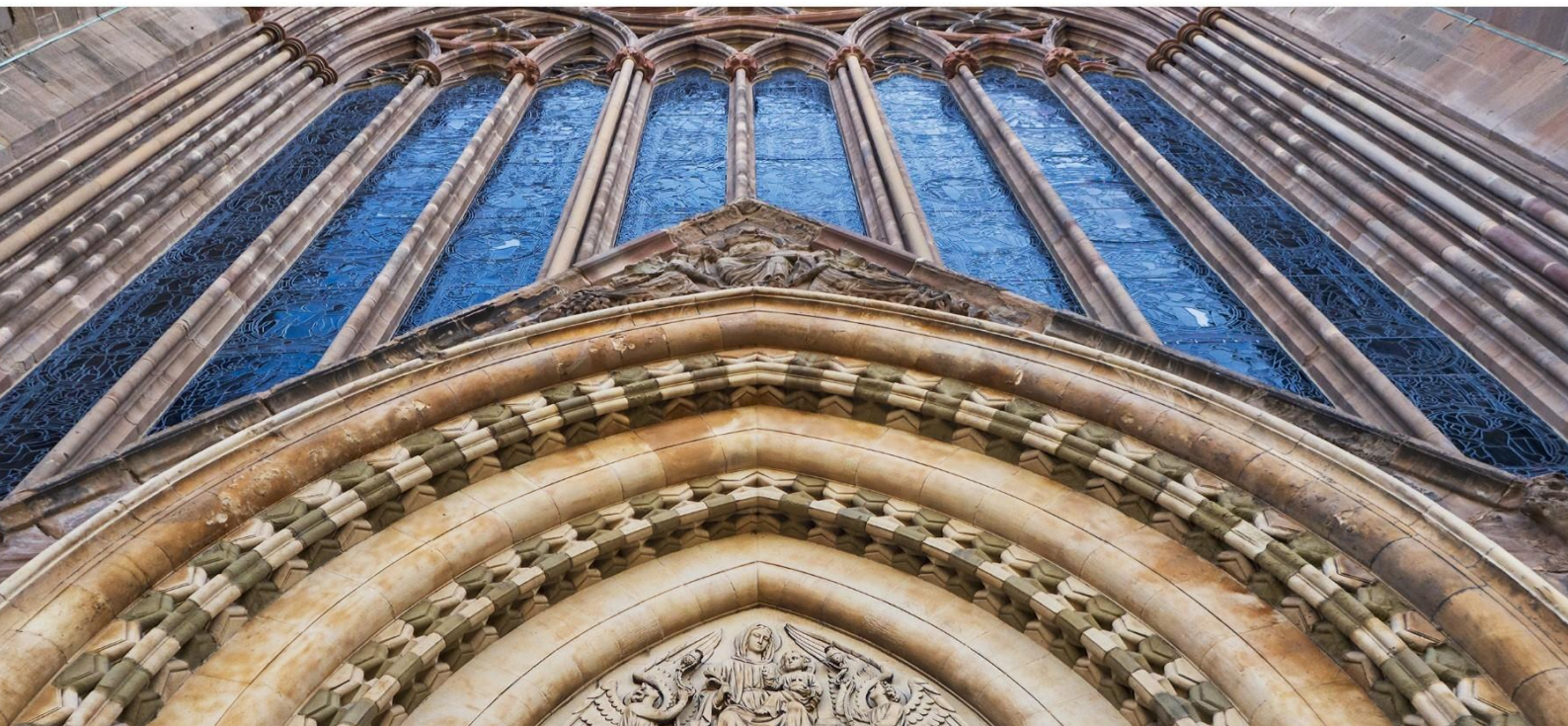
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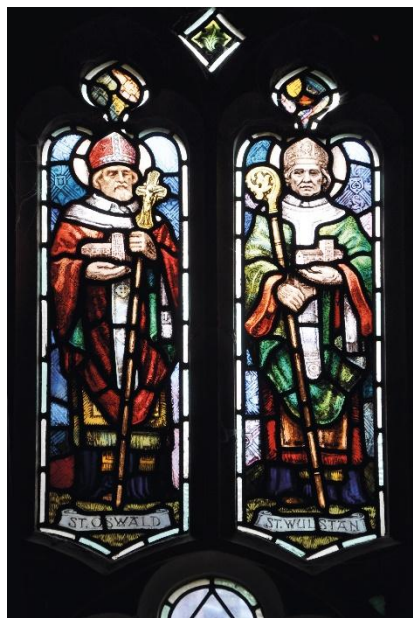
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About Worcester Cathedral



Worcester Cathedral is a magnificent sight as it rises majestically above the River Severn. Worcester has been the seat of a bishopric since the Seventh Century, and the Cathedral was served by monks until the Reformation. St Oswald and St Wulfstan were among the bishops. Since the eighteenth century, the Cathedral has been famous for its part in the annual Three Choirs Festival, the oldest choral festival in existence. Today the Cathedral is the centre of a vibrant community of clergy and laypeople, offering the praises of God each day, serving the city and diocese of Worcester, and attracting visitors from all over the world.

Cathedrals are unique and wonderful spaces, providing welcome and inspiration to pilgrims, visitors and future generations. They are integral to their local communities (never more so than during the coronavirus pandemic) but also recognised nationally and globally as key heritage sites.

Our Cathedral community is diverse with over 70 staff and 200 volunteers. We are rightly proud of the tremendous heritage and number of partners we work with across the Cathedral and City to provide a warm welcome to our visitors, to promote learning about the history of the Cathedral, attend our many events and activities and to participate in the worship and music that is at the heart of our Cathedral.



Management and Governance

The governance of the Cathedral is the responsibility of the Chapter, which comprises residentiary canons and lay canons with professional expertise and is chaired by the Dean. The Chapter is responsible for strategy, oversight and financial sustainability and meets monthly. Under the current Constitution and Statutes, there are four main committees that have delegated tasks from Chapter, including the Safeguarding Committee, the Finance Committee, the Congregational Committee, and the Nominations Committee. In addition, there are other standing groups, such as the Fabric Advisory Committee (required under the Care of Cathedrals Measure).

The Senior Executive Group (SET) is responsible for the day-to-day management of the Cathedral, operating under the oversight of the Chapter to further the objects of the Chapter and to implement its strategic and operational aims, vision and priorities. Together with the COO through this meeting the Dean and Residentiary Canons exercise their executive role in the leadership of the Cathedral through their supervision and encouragement of senior members of staff. In addition, a Senior Management Group (SMG) comprises of the wider team of senior lay staff and clergy in their executive functions. This group is concerned with management, delivery, and collaboration and provides a forum for sharing current work and looking ahead to forthcoming activities and projects.

The Cathedral is blessed with a committed and skilled workforce, who are deployed to such diverse functions as welcome, events management, education, worship, finance, fundraising, stonemasonry, estates management and maintenance, music, communications, library collections and archaeology. In addition, the Cathedral's central function also supports the retail and catering operations of Worcester Cathedral Enterprises Ltd and the management of St Oswald's Hospital almshouses.



Christmas Tree Festival Project Coordinator

This is a fixed term role requiring a total commitment of around 350 hours work between September 2026 – January 2027. Working hours are flexible and will vary throughout, with a lighter commitment at the outset that gradually increases in the lead-up to the festival and launch.

Help Bring one of the UK's largest Cathedral Christmas Tree Festivals to life

Every Christmas, Worcester Cathedral welcomes more than 75,000 visitors to its much-loved Christmas Tree Festival. Long before the doors open, hundreds of Christmas tree spaces are sold to businesses, schools, charities, individuals and non-profit organisations throughout the area. The exhibitors need to be supported throughout the booking process and every detail of the logistics of the set up and pack down of their tree needs to be meticulously planned.

We're looking for an organised, enthusiastic and proactive candidate to make help make it all happen.

Working closely with the Events Team, you'll help to coordinate many of the behind-the-scenes elements that bring the festival together. From encouraging organisations to take part and advising them on the type of tree that would suit them best, to guiding them with creative ideas, to planning tree locations, coordinating set up deliveries and ensuring customers have everything they need on the day, you'll help turn months of planning into a spectacular visitor experience.

This is a varied role for someone who is extremely organised, has excellent communication and problem-solving skills, and who likes seeing a project come to life.

Job Description

Job title:	Christmas Tree Festival Project Coordinator (fixed-term)
Department:	Events
Reporting to:	Events Facilitator
Hours of work:	Around 350 hours in total, to be worked over the period of the fixed term
Salary:	£14.25 per hour (including rolled-up holiday pay)

Main duties and responsibilities:

- To support the planning and coordination of the Christmas Tree Festival ("the festival") from initial bookings through to installation.
- To act as the main point of contact for organisations, schools, charities, businesses, and individuals taking part in the festival.
- To monitor and respond to all festival-related enquiries.
- To manage the different needs of different customers, from Dedication Trees to Community Trees to General Trees.
- To design and produce a Dedication Tree exhibition board displaying customers individual tributes, in readiness for the start of the festival.
- To encourage participation from new and returning exhibitors, helping maximise the number and variety of decorated trees.
- To manage exhibitor bookings and maintain accurate records of participating organisations.
- To manage the Eventbrite bookings page, encouraging uptake if necessary, and liaising with the PR and Digital Comms Manager to boost posts across social media where necessary.
- To coordinate communications with customers, ensuring they receive timely information and guidance throughout the planning process.
- To develop and maintain the festival tree plan, allocating trees and locations across the Cathedral site.
- To maintain the trees, including watering the Dedication Trees, and maintaining the tidiness of the display areas of the duration of the festival.
- To count and ensure the token system (for voting for your favourite tree) is working, updating stats and figures for the tokens, feeding back data whenever necessary.

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- To coordinate the delivery and installation of Christmas trees, working with colleagues, contractors and volunteers to ensure the installation programme runs smoothly.
- To liaise with other departments to ensure festival requirements are coordinated with the Cathedral's wider programme and operational needs.
- To monitor shared inboxes and respond promptly and professionally to enquiries.
- To prepare schedules, plans, signage and other festival documentation.
- To support the organisation of installation and removal ("get-in" and "get-out"), ensuring exhibitors are kept informed throughout.
- To maintain accurate project records and assist with the evaluation of the festival once complete.
- To undertake any other duties and support the successful planning and delivery of the festival.

Health & Safety

Under the Health and Safety at Work Act 1974, you must take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Organisation on Health and Safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

Safeguarding

The Cathedral is committed to safeguarding and promoting the welfare of children and adults at risk who visit our premises and precinct. All staff and volunteers are expected to actively demonstrate a commitment to a culture of safeguarding by:

- Understanding and adhering to cathedral safeguarding policy and procedures.
- Maintaining professional boundaries and demonstrating behaviour that prioritises safety and wellbeing.
- Taking responsibility for identifying and promptly reporting and safeguarding concerns in line with the policy and procedures.
- Undertaking safeguarding training and fulfilling any specific safeguarding duties required in their role.
- Actively contributing to an environment where everyone feels safe, valued and empowered to raise concerns without fear of reprisal.

Cathedral ID badges must be worn at all times while on duty. Badges are for use by the named individual only.

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 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.

PERSON SPECIFICATION		
Key Criteria	Essential	Desirable
Qualifications and Experience	Good basic English and Maths Experience in customer service or stakeholder engagement Experience coordinating projects, events or community initiatives	Experience of producing schedules, plans or project documentation Experience of working with volunteers, community groups or partner organisations
Skills and Abilities	Excellent organisational and project coordination skills Outstanding attention to detail and accuracy Excellent communication skills (written and verbal) Confident building positive relationships with a wide range of people Proficient in Microsoft Office, particularly Outlook, Excel and Word, Artifax and Eventbrite	

Job Description

Work-related Personal Qualities	Able to manage multiple priorities and meet deadlines Ability to work independently, using initiative to solve problems as they arise A flexible approach and willingness to support practical aspects of the project as required	An appreciation of the unique place of cathedrals in the Church of England. An interest in heritage, culture or the arts
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Working for us

Salary

The salary is £14.25 per hour (includes rolled-up holiday pay)

Working Patterns

This is a fixed term role requiring a total commitment of around 350 hours work between September 2026 – January 2027. Working hours are flexible and will vary throughout the contract, with a lighter commitment at the outset that gradually increases in the lead-up to the festival and launch.

Critical Dates that must be worked:

- W/C 23 November 26, including the evening launch on 27 November
- W/C 30 November 26, including evening work on 4 December
- W/C 4 January 2027

Flexibility around how these hours are to be worked hours can be discussed at interview.

Annual Holidays

The hourly rate listed includes an allowance of 12.07% in lieu of holiday pay.

Staff discount

All employees will receive a 10% discount on purchases in the Gift Shop and Café within the Cathedral.

Employee Assistance Programme

All employees and their immediate family have access to a range of confidential support through our commissioned employee assistance programme.



How to apply

Application forms for the post of Christmas Tree Project Coordinator should be emailed to jobs@worcestercathedral.org.uk

Alternatively, you can post them to:

Jodie Brookes, People Administrator
The Chapter Office
The Old Palace
Deansway
Worcester
WR1 2JE

The closing date for the job is Friday 14th August at 12pm.

Interviews will take place on the afternoon of Thursday 20th August 2026.

We are aiming for a start date of week commencing 7th September 2026 (subject to the Safer Recruitment process being completed)

Should you have any queries about this post, please don't hesitate to contact Rachel Shepherd at rachelshpherd@worcestercathedral.org.uk





The Chapter Office
Worcester WR1 2LA
Enquiries: 01905 732900
www.worcestercathedral.co.uk



Worcester Cathedral is fully committed to Equal Opportunity policies.