



# Application Pack

Chief Operating Officer (COO)

April 2026



WORCESTER  
CATHEDRAL

# Contents

**Introduction**

**About Worcester Cathedral**

**Management and Governance**

**The Role**

**Job Description**

**Person Specification**

**Working for us**

**How to apply**





WORCESTER  
CATHEDRAL

# Introduction

Thank you for your interest in the post of Chief Operating Officer of Worcester Cathedral. In this important role the new COO will work with the Dean and colleagues of the Cathedral Chapter to support the ministry and mission of the Cathedral and deliver the next phase of our strategic vision.

We do hope the following information will help you discern whether this is the right opportunity for you. If so, we look forward to receiving your application.



*Thank you for your interest in the post of Chief Operating Officer at Worcester Cathedral. Working with me and my colleagues in Chapter, professional and dedicated staff, and a community committed to the mission of the Cathedral, this post is an exciting opportunity to help shape this work as we develop our new vision. The post provides an opportunity to build on recent work embedding our charitable status, ensuring both financial and environmental sustainability, and to develop the resources available to ensure that the Cathedral can fulfil its mission as a place of prayer, learning and welcome. We have been through a period of change, and you will join the Cathedral at a time when we are working hard to celebrate all that this place is for the city, diocese and region. The work is both exciting and complex as we navigate challenging times but as a place of faith, hope and love, the Cathedral is looking for a COO who is committed to strategic leadership, excellence in management, and joyful engagement in an exciting Christian community. If you would like an informal conversation, please do get in touch with the Dean's Office.*

The Very Reverend Dr Stephen Edwards  
Dean of Worcester



# 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 their praises of God each day, serving the city and diocese of Worcester and attracting visitors from all over the world.

The 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, to provide a warm welcome to our visitors to learn more about the history of the building, attend our many events and activities and to experience the spiritual opportunities of the Cathedral.

At the heart of everything that Worcester Cathedral does lies the commitment, inspired by its Benedictine heritage, to prayer, learning and welcome; and promoting the values of love, compassion, justice and freedom. The vision for Worcester Cathedral is to be a place of **prayer, learning** and **welcome**. With the vision and values in mind, the aims and purpose of Worcester Cathedral is to be:

- A community proud to share the amazing quality and heritage of the Cathedral;
- A place of breadth and depth in worship and prayer;
- A place of learning, discipleship and nurture;
- A catalyst for campaigning and awareness on the environment and social justice;
- A resilient organisation with stable finances.





WORCESTER  
CATHEDRAL

# About Worcester Cathedral

## Spiritual Life

Every day begins with Morning Prayer and the Eucharist. The afternoon closes with Evening Prayer, which on most days in school term is sung by the Cathedral choir in the time-honoured form of Choral Evensong. There are services for special occasions, baptisms, confirmations, weddings, funerals and memorial services, and during Advent many carol services. Thousands of visitors come to see our famous Christmas Tree Festival. Although the Cathedral is a very busy place, there are opportunities for visitors to find their own opportunities for prayer or reflection. Visitors are welcomed by a team of welcomers, guides, and day chaplains.

## Fabric

The Cathedral itself and the surrounding precinct are subject to the Care of Cathedrals Measure, and (for purposes of repair or material alteration) are under the jurisdiction of the Cathedrals Fabric Commission for England. All cathedrals are also advised by a local Fabric Advisory Committee. As well as the Cathedral itself, the Chapter has a substantial portfolio of official and rental properties, many of which are historic buildings

## Funding

The Chapter's income is derived from many sources: grants, donations from visitors, investments, property, fundraising events, facility fees for events, the regular giving of the Cathedral worshippers, and the profits of the shop and the café. The shop and café are managed through Cathedral Enterprises Ltd. The Friends of Worcester Cathedral exist to raise funds for the Cathedral. In the end the Chapter is responsible for finding the money to pay for the continuing maintenance and repair of the building and all that goes on in it.



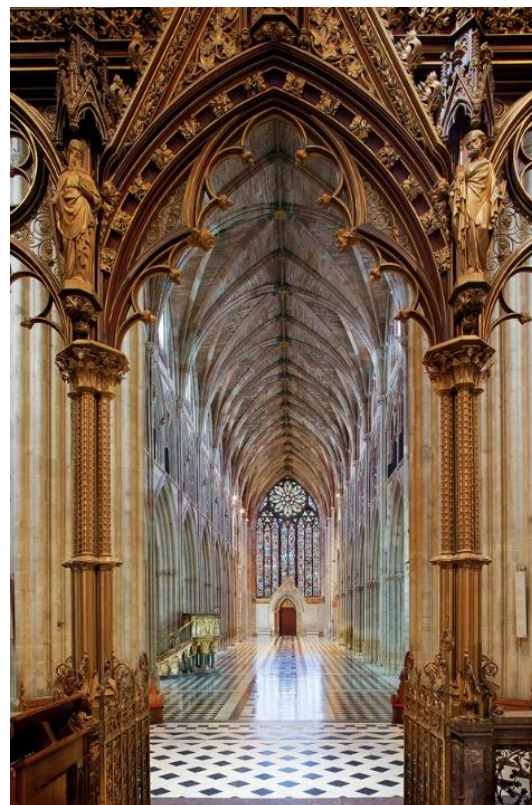


WORCESTER  
CATHEDRAL

# About Worcester Cathedral

## School and Almshouse

The King's School is an independent day school of girls and boys occupying part of College Green and a large adjacent site. The school has a Christian ethos, and the Chapter nominates some members of the governing body. The boys and girls of the Cathedral Choir are pupils of King's. The school has the use of the old monastic refectory (College Hall) in the cloisters and frequently uses the Cathedral for services. There is much day-to-day interaction between the Cathedral and the School. St Oswald's Hospital is an almshouse in Worcester for about 20 residents, cared for by a Chaplain, and a Warden. The Chapter are the Trustees of the Hospital, and the Cathedral's COO is the clerk and administrator, working with the Chapter Finance Committee and the Chapter's property adviser.



## Upcoming Challenges

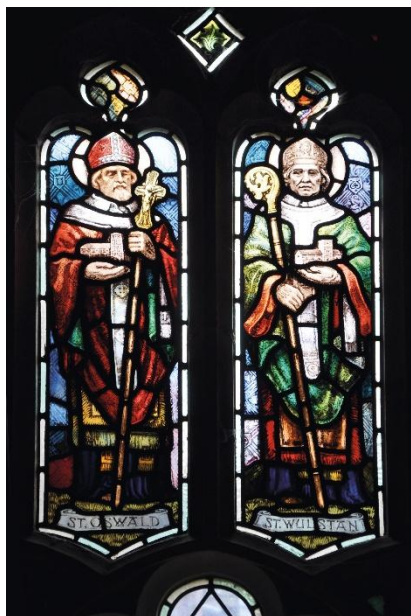
Key challenges for this post will include work of financial sustainability (including the possible moving to visitor paying for admission), the development of the 2026-30 vision and strategy, and the creation of cross-functional working groups.





WORCESTER  
CATHEDRAL

# Management and Governance



The governance of the Cathedral is the responsibility of the Chapter, which comprises residentiary canons and non-executive members 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 Team (SET) is responsible for the day-to-day good 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 so as to and ensuring that the Cathedral's Vision is held across all its activities.



# The Role

## **Chief Operating Officer (COO)**

The COO plays a central role in delivering the Chapter's strategy and plans, maximising resources and commercial activities and managing the day-to-day operation of the Cathedral, while nurturing its unique character and vision. The role carries a broad and critical remit across a particular and complex organisational infrastructure. The role of the Chief Operating Officer (COO) is one of two statutory chief officer roles under the Cathedral Measure 2021, along with the Chief Financial Officer (CFO).

We believe that to be successful in the role, the COO will need to demonstrate a significant track record of strategic leadership in a complex and diverse operation. Whether their background is in the public, non-for-profit, or private sector, they will be a proven leader with acute political sensitivity and judgement, and outstanding communication and commercial skills. We are looking for an enterprising and creative thinker, with the intellectual rigour and relationship skills to be credible and influential with all our key stakeholders.

Overall executive leadership at the Cathedral is exercised by the Senior Executive Team (SET). The SET comprises the Dean (as equivalent to CEO), the Residentiary Canons, the Chief Operating Officer (COO) and the Chief Financial Officer (CFO). The Senior Executive Team meets fortnightly, and the COO is expected to take an active part in those meetings and the wider executive function. The Senior Management Group (SMG) is chaired by the COO and comprises the residentiary canons, the COO and all heads of departments, and meets fortnightly.

This is a challenging role with some complex and demanding tasks at an exciting time of change for Worcester. It offers an outstanding opportunity to bring new thinking to the life of the Cathedral in a context where colleagues will offer both strong support and significant stimulus.

# Job Description

<b>Job title:</b>	Chief Operating Officer
<b>Department:</b>	Central Support
<b>Reporting to:</b>	Dean of Worcester
<b>Direct reports:</b>	The postholder will lead a multidisciplinary team responsible for finance, fundraising, communications and marketing, visitor engagement, welcome and learning, safeguarding, estates and fabric, heritage collections and archive (including the library), estates and fabric, music and liturgy, events and commercial operations, verger operations, and HR.
<b>Hours of work:</b>	37.5 hours per week
<b>Salary:</b>	£75,000

## **Main duties and responsibilities:**

### Governance

- To facilitate good governance processes, and to ensure that all policies and procedures are compliant; to work with the Dean to shape the agenda and implement the decision of the Chapter.

### Leadership and management of the staff

- To provide leadership and managements of the staff team.

### Finance

- To work with the Chief Financial Officer to ensure there is a strategic plan in place for finance; to work closely with the Finance Committee and finance and fundraising staff to ensure regular and relevant reports are produced, cash flow is monitored, and an annual Chapter budget is drawn up.

### Fabric

- To have oversight of the fabric of the Cathedral and precinct, in conjunction with the Surveyor of the Fabric (cathedral architect) and the architect for the close properties; and to prepare budgets and robust management plans for major projects as well as for the routine maintenance of the Cathedral and close properties.

# Job Description

## 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

This role requires an enhanced DBS check.

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.

## Confidentiality

Due to the nature of the information being handled in this role, high levels of confidentiality and discretion will be expected.

## Occupational Requirements

This post is exempt under Schedule 9, Part 1 of the Equality Act 2010. The role requires the post-holder to be a practising Christian due to the missional and formational nature of the job.

# Person Specification

The successful candidate will have the following knowledge, experience, skills and attributes:

## Knowledge and experience

- A practicing Christian (this is an Occupational Requirement of the post) who is sympathetic to and supportive of the Cathedral as part of the Church of England, and willing to participate from time to time in public worship and other cathedral events.
- A person who delights in the history and heritage of the Cathedral, is enthusiastic about its musical tradition, and values its opportunities for engagement with the community through learning, social action, culture, and tourism.
- A person with substantial experience in a senior leadership/management role, as a team-leader and team-member, in a complex private, public, or non-for-profit organisation.
- A person with experience of financial management, capital project management, and target achievement.
- Ideally, but not essentially, a person with experience of managing buildings and property.

## Skills, abilities and attributes

- A person of absolute integrity.
- A person able to think strategically about the future of the organisation.
- A person able to build positive relationships with the Dean, members of the Chapter, staff, professional advisers, volunteers, regular worshippers, the Friends, and partner-organisations in the Diocese and City.
- A person committed to ensuring the Cathedral is a safe place for all.
- An excellent team-leader, able to inspire others, build on their strengths, and develop their potential.
- A strong communicator, able to explain and record complex matter clearly and accurately, to be able to write English to a high standard.
- A person able to work flexibly, combining work at management level with being (on occasions) hands-on, working the hours the post requires in practice.



WORCESTER  
CATHEDRAL

# Working for us

## **Salary**

The salary is £75,000

## **Working Patterns**

This post is a full-time position of 37.5 hours a week, Monday to Friday. Some flexibility is required to attend events and activities outside of these core hours.

## **Annual Holidays**

The holiday entitlement is 25 days per annum plus 8 bank holidays and 4 discretionary Cathedral additional leave days, or pro rata for part time.

## **Pension scheme**

All eligible members of staff will be automatically enrolled into the occupational Staff Pension Scheme, operated by Royal London. Contributions will be payable by the member of staff at 4% of basic salary and a 5% contribution by the Chapter. There is also death in service cover offered to all staff. The Chapter may amend the pension scheme at any time.

## **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.





WORCESTER  
CATHEDRAL

# How to apply

To apply for the post of Chief Operating Officer, please send an application form and EDM form to Jodie Brookes at [jobs@worcestercathedral.org.uk](mailto: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 Monday 18<sup>th</sup> May at 5pm with shortlisting taking place on Thursday 21<sup>st</sup> May.

Interviews will take place week commencing 1<sup>st</sup> June.

More information about the process will be provided to the short-listed candidates nearer the time.

Should you have any queries about this post, please don't hesitate to contact the Dean's Office on [thedeansoffice@worcestercathedral.org.uk](mailto:thedeansoffice@worcestercathedral.org.uk)





The Chapter Office  
Worcester WR1 2LA  
Enquiries: 01905 732900  
[www.worcestercathedral.co.uk](http://www.worcestercathedral.co.uk)



Worcester Cathedral is fully committed to Equal Opportunity policies.