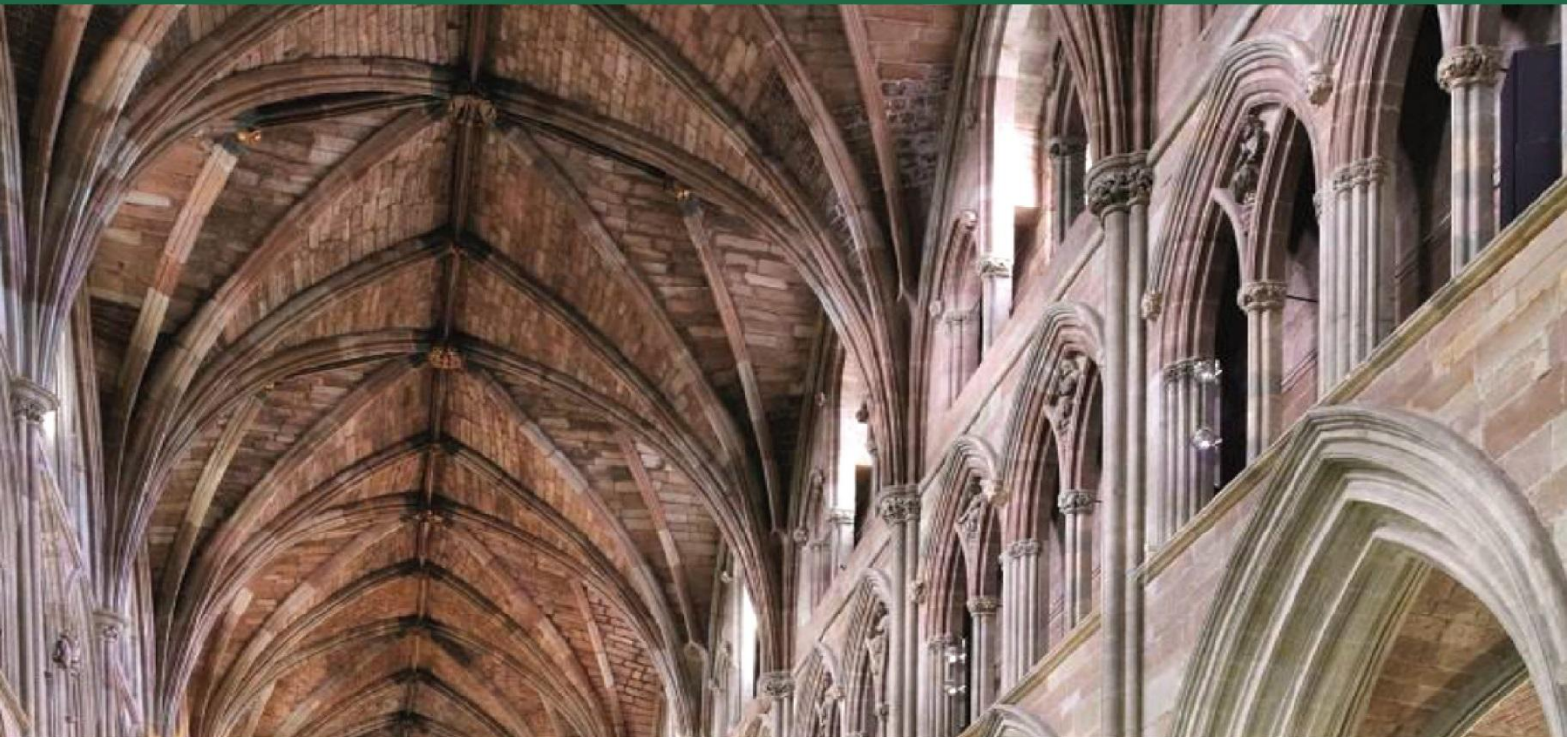




Application Pack

Christmas Tree Festival Team Member (casual)
November 2026 – January 2027



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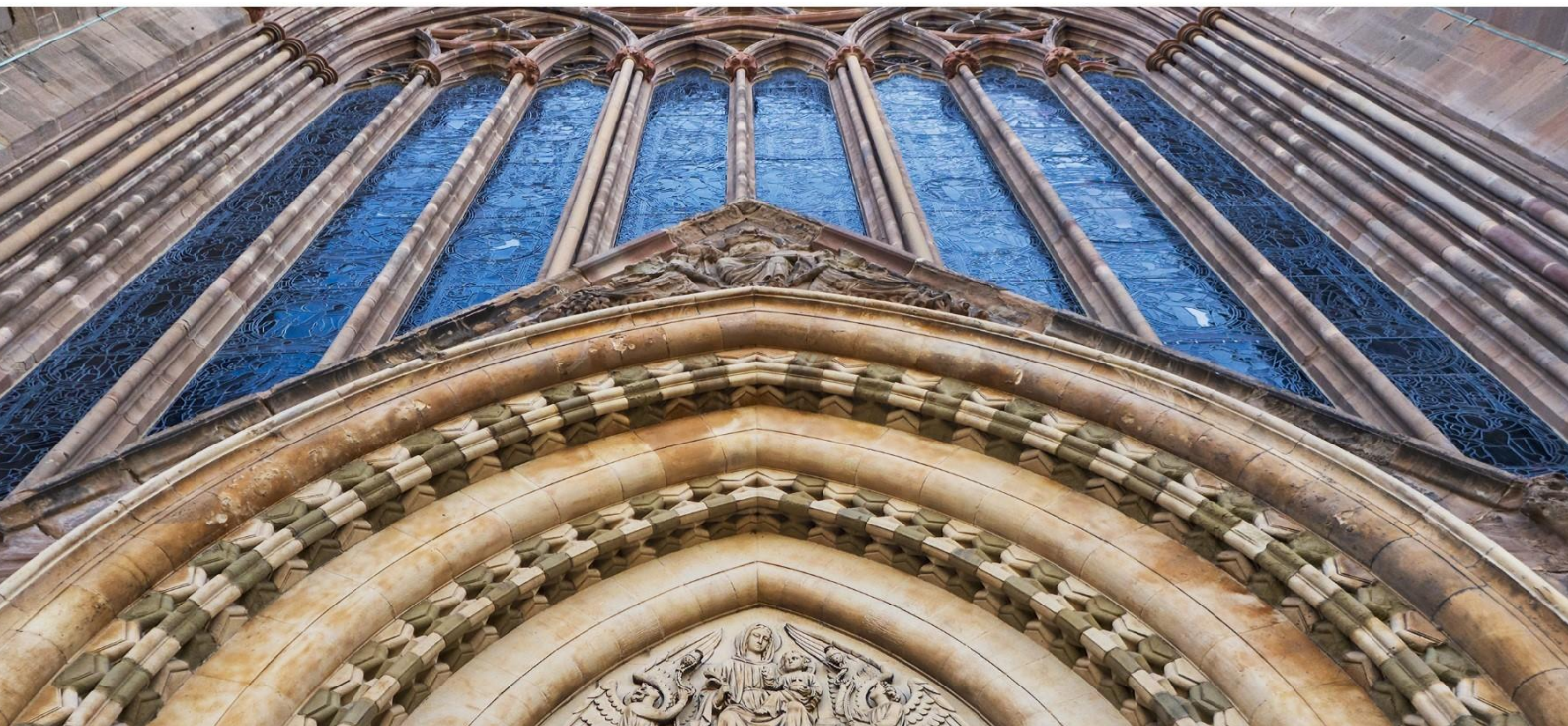
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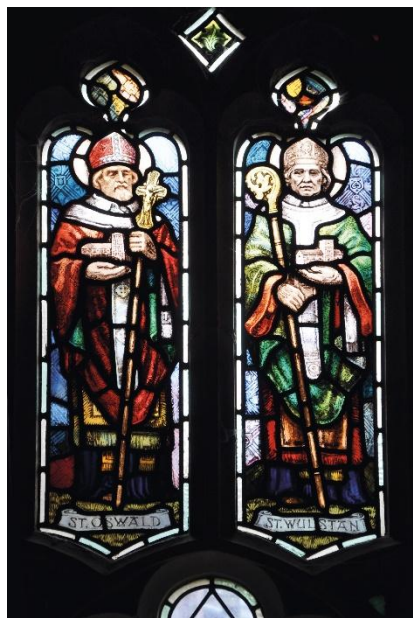
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About Worcester Cathedral



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.



The Role



Christmas Tree Festival Team Member (casual – fixed term)

Join the team behind the UK's largest Cathedral Christmas Tree Festival.

Every Christmas, Worcester Cathedral is transformed into one of the UK's most spectacular festive attractions, welcoming over 75,000 visitors through its doors. This year marks an exciting new chapter as we introduce ticketing for the first time, and we're looking for enthusiastic, friendly people to help make every visitor's experience memorable.

As a Christmas Tree Festival Team Member, you'll be one of the first faces visitors meet. Whether you're welcoming families, checking tickets, helping people find their way, answering questions or supporting the smooth running of the festival, you'll play an important role in creating a warm, well-organised and enjoyable experience for everyone.

You'll work alongside our experienced team in a lively, festive environment and help deliver one of Worcester's best-loved Christmas events.

Applicants must have good availability from 1 November 2026 – 7 January 2027 so that they can attend training, as well as (ideally) help with the get-in and pack-down of the festival. This includes availability and flexibility at weekends, Christmas Eve (until 1:00pm), Boxing Day, New Year's Eve and New Year's Day. Ideally, you will have available the weekend of the Victorian Fayre (3 to 6 December 2026).

The festival itself is from 27 November 2026 – 5 January 2027.

Job Description

Job title:	Christmas Tree Festival Team Member (casual – fixed term)
Department:	Welcome and Engagement
Reporting to:	Welcome and Engagement Manager
Hours of work:	Variable
Salary:	£14.25 per hour (includes rolled-up holiday pay)

Main duties and responsibilities:

- To welcome visitors to Worcester Cathedral in a warm, friendly and professional manner.
- To check and sell festival tickets using our ticketing system.
- To help set-up the festival the week prior to opening (and, if needed, during pack-down).
- To help manage visitor flow, ensuring queues move smoothly and safely.
- To direct visitors to the correct entrances, exits and areas of the Cathedral/Festival.
- To help sell Christmas Tree Festival voting tokens.
- To encourage donations to support the work of the Cathedral.
- To provide information about the festival and answer general visitor enquiries.
- To signpost visitors to members of the Cathedral team where specialist assistance is required.
- To accurately record visitor numbers and other operational information as required.
- To help maintain a safe, welcoming and enjoyable environment for all visitors.
- To represent Worcester Cathedral positively at all times.

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

Job Description

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 Previous experience in customer service, hospitality, retail, events or visitor attractions	Experience handling cash Experience working with large numbers of visitors
Skills and Abilities	Excellent customer service and communication skills Reliable, punctual and able to work as part of a team Comfortable using ticketing or till systems and Eventbrite (training will be provided) Confident handling cash and card payments	
Work-related Personal Qualities	Friendly, approachable and confident when speaking to members of the public Flexible and available to work a range of shifts during the festival period, including weekends and key dates	An interest in heritage, culture or community events An appreciation of the unique place of cathedrals in the Church of England

Working for us

Salary

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

Working Patterns

Working hours are variable. Applicants must have good availability from 1 November 2026 – 7 January 2027 so that they can attend training, as well as (ideally) help with the get-in and pack-down of the festival. This includes availability and flexibility at weekends, Christmas Eve (until 1:00pm), Boxing Day, New Years Eve and New Years Day. Ideally, you will have available the weekend of the Victorian Fayre (3 to 6 December 2026).

The festival itself from 27 November 2026 – 5 January 2027.

Shifts will be allocated across the following hours:

- Monday to Saturday: 09:30 – 17:30
- Sunday: 11:30 – 15:30

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.



How to apply

We are recruiting multiple candidates for this role.

Application forms for the post of Christmas Tree Festival Team Member 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 Monday 7th September 2026 at 5pm.

Interviews will take place week commencing 21st September 2026.

Should you have any queries about this post, please don't hesitate to contact Ros Gammie (Welcome and Engagement Manager) at rosgammie@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.