



Application Pack

Visitor Welcome Assistant (*Casual*)

May 2026



WORCESTER
CATHEDRAL

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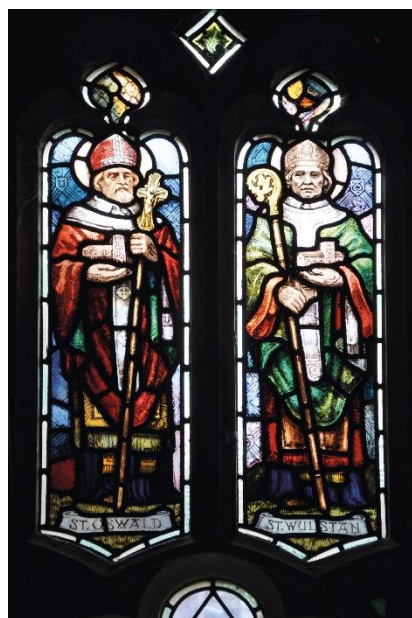
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About Worcester Cathedral



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.





WORCESTER
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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.



Job Description

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| Job title: | Visitor Welcome Assistant (casual) |
| Department: | Welcome and Engagement |
| Reporting to: | Welcome and Engagement Manager |
| Hours of work: | Variable. Applicants must have availability and be able to work throughout December and the Christmas period. |
| Salary: | £14.25 per hour (includes rolled-up holiday pay) |

Visitor Welcome Assistant's provide a world-class welcome to all Cathedral visitors, encourage visitors to donate on entry to the Cathedral and to meet financial targets, and to be a key member of the team delivering daily visitor-facing operations.

Main duties and responsibilities:

1. Day-to-day visitor experience and welcome

- a. To provide a consistently warm, professional, and efficient welcome at the Cathedral's entrances, and to proactively engage with every visitor to secure a voluntary donation.
- b. To regularly report to the Welcome and Engagement Manager on the quality of visitor experience and make suggestions for improvement.
- c. To act as frontline support for visitor facing volunteers.
- d. To champion world class visitor experience at all times and act as a role model for exceptional service, monitoring welcoming behaviours to ensure consistently high levels of customer service are delivered.
- e. Respond to visitor feedback in a professional and timely manner, escalating when necessary.
- f. To monitor and respond to the Welcome Team email inbox, and to communicate with volunteers over email.

2. Supporting the delivery of visitor income generation by maximising visitor donations and sales

- a. Offer a warm greeting to visitors and through a positive approach elicit donations from the public on entry to the Cathedral, including encouraging gift aid donations.
- b. Working within Data Protection rules to encourage visitors to sign up to gift aid, newsletters and future contact.
- c. Learn about and promote the full range of Cathedral offers, tours, activities, facilities and services.

Job Description

3. Front of House

- a. Front-of-house set up and presentation, including maintaining relevant promotional materials, and an eye for detail in that they are well-stocked, correct, and in-date.
- b. Ensure the Welcome area, Cathedral floor, visitor toilets, and exterior of the Cathedral are welcoming, clean and tidy at all times.
- c. Being on hand in the Cathedral to solve visitor experience issues and communicate with visitors and volunteers.

4. Tills and Systems

- a. Sell tickets for Cathedral tours, events, tower visits and retail items.
- b. Operate tills, contactless and card machines, donor points, laptop and touch screens.
- c. Ensuring cashing up procedures are followed at the end of each shift, reviewing and resolving discrepancies.
- d. Monitor the Cathedral Diary on Artifax, inputting relevant information regarding visits, groups, and tours, and to spot and report any potential errors or clashes in advance.

5. Events and Christmas Tree Festival

- a. To help the Christmas Tree Festival run smoothly by managing queues (with knowledge of maximum capacity limits), selling tickets (if applicable), and encouraging the sale of voting tokens and other items.
- b. The majority of events take place during usual opening hours, however there may be some out-of-hours events, including ticket desk duties and stewarding.
- c. To communicate and work in conjunction with other teams to ensure events and busy days run smoothly, and to provide support.

6. Group Visits

- a. Ensure the smooth entry of groups to the Cathedral by providing a warm welcome and preparing them for pre-booked tours, including taking payment.
- b. Liaising with volunteer guides on the day
- c. Cleaning, organising, and maintaining the headset equipment for group tours.

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 | | |
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| Key Criteria | Essential | Desirable |
| Education / Training | Good basic English and Maths | Qualifications in customer services, visitor experience or heritage First Aid qualified |
| Skills and Abilities | Experience of working in a customer facing role Experience of delivering against performance targets Experience of fundraising/asking for donations Outstanding verbal communication and interpersonal skills Excellent customer service skills Ability to remain calm, work under pressure and manage multiple tasks Proven ability to handle difficult situations with the public in a calm and confident manner Ability to multi-task and prioritise without compromising on quality Good IT skills, including the use of Microsoft packages Ability to work with volunteers | Experience of delivering against financial targets Previous cash handling/till reconciliation experience Experience of working with EPOS systems Good written communication skills A working knowledge of front of house ticketing systems Knowledge of a visitor attraction operations and practises Understanding of history and heritage of Worcester Cathedral Knowledge of Artifax |



Person Specification

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| <p>Work-related Personal Qualities</p> | <p>Approachable with a positive and enthusiastic attitude</p> <p>Genuine desire to provide excellent customer service</p> <p>Be a team player</p> <p>To be able to work within the ethos and mission of Worcester Cathedral as a Christian organisation</p> <p>Strong attention to detail</p> <p>A flexible approach to meet ad hoc demands of the job</p> <p>Able to work on own initiative without immediate supervision from manager</p> <p>Motivated by and prepared to meet targets, and able to inspire others to achieve targets</p> | |
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WORCESTER
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Working for us

Salary

The salary is £14.25 per hour.

Working Patterns

The post is a casual position, so working hours are variable. Applicants must have availability and be able to work throughout December and the Christmas period.

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

To apply for the post of Visitor Welcome Assistant, please send an [application form](#) and an [EDM form](#) 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 18th May at 9am. Interviews will be held on a mutually agreed date.

Please note that applications are reviewed and interviews may be arranged on a rolling basis, so we encourage you to apply early. We reserve the right to close the vacancy early prior to the advertised closing date.

If you do not hear from us within 5 days of the closing date, then you will not have been shortlisted. Due to the volume of applicants, we unfortunately are not able to provide feedback to everyone individually at this stage.

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
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www.worcestercathedral.co.uk



Worcester Cathedral is fully committed to Equal Opportunity policies.