

HEREFORD CATHEDRAL

GENERAL INFORMATION FOR CANDIDATES

The Cathedral and its tradition

Hereford Cathedral has a long and interesting history as one of the earliest to be founded, and is proud of its tradition and situation at the heart of a rural county and diocese.

The Cathedral itself dates back to Norman times and has examples of all periods of architecture. As Mother church of the diocese of Hereford (which includes South Shropshire and parts of Powys) it is the chief place of worship and is used by thousands each year for prayer and worship. It is also a much visited tourist attraction, not least because of the famous *Mappa Mundi* and Chained Library and the exhibition associated with them.

We are currently coming to the end of a major project to completely refurbish the Cathedral Close, making it an area of the highest quality in the heart of our city and reclaiming it as a place of peace and tranquillity.

The Cathedral is, first and foremost, a Christian church and we hope that this ethos is interpreted in a generous and creative way. We seek to celebrate our faith through worship, pastoral care, music, art and education. The Cathedral is also a place of welcome and hospitality to visitors and pilgrims alike, and our Shop and Café, and the tours we offer are important aspects of this part of our ministry.

The Cathedral and its management

Chapter forms the governing body of the Cathedral. It sets policy, direction and key objectives, approves strategy and the annual budget, and oversees all Cathedral activities. It is responsible for appointing personnel. Chapter is chaired by the Dean, as Head of the Foundation. The Residentiary Canons are members of Chapter, together with up to three lay canons.

The Administrator is responsible to Chapter for all administrative, financial, commercial, planning and personnel matters, as decided by Chapter. The present Administrator, Mr Steven Kent, line manages many of our lay staff, including the Communications, Visits and Volunteers Co-ordinator, who will work closely with the Commercial Development Officer, the Cathedral Chaplain and the Dean's PA.

THE POSITION:

COMMUNICATIONS, VISITS AND VOLUNTEERS CO-ORDINATOR

Background

This post seeks to combine key tasks in the smooth running of the cathedral. The Communications, Visits and Volunteers Co-ordinator will be accountable to the Administrator.

Communication is a vital part of the cathedral's work and we seek to improve ways in which we link with the many constituencies who are part of our wider community and especially our principal funders. The Co-ordinator will focus on this important aspect of our work.

The cathedral has about 50 paid staff (full and part-time) and over 300 volunteers, who provide support in many ways – as guides, welcomers, helpers in the chained library, shop, café. All these volunteers need managing and supporting and the Co-ordinator plays a key role in enabling this.

The cathedral welcomes a large number of visitors – many come as individuals but an increasing number come in booked groups. The Co-ordinator plays a key role in ensuring the development and smooth running of these visits.

JOB DESCRIPTION

Communications Co-ordinator

To build relationships with staff, volunteers and congregation and ensure regular information flow.

To deliver and co-ordinate day to day communication for:

Dean and Chapter;
all salaried working departments;
all volunteer groups;
congregation/worship groups;
Perpetual Trust/Friends/Mappa Mundi Trust

via website, press, news media and newsletter as and when necessary

To ensure that the Cathedral's Mission and Ministry, Music and Liturgy, commercial activities, Education and Outreach are appropriately communicated;

To maintain and update the Cathedral's online profile;

In conjunction with the Dean's PA to maintain and update Cathedral databases;

To deal with Press releases in conjunction with the Dean and Chapter, Heads of Department, and especially the Commercial Development Manager and CEO of the Perpetual Trust, but not to act as a spokesperson for the Chapter, unless specifically authorised to do so;

To create and deliver a newsletter dealing with the Cathedral's Community/Mission/topics of interest;

To be involved with outside bodies regarding their publications: eg Diocesan Newspaper, specialist publications, Herefordshire Council – in so far as they impact on the life of the Cathedral;

In conjunction with the Commercial Development Manager, to review ways in which the Cathedral building communicates in terms of notices, information etc;

In conjunction with the Commercial Development Manager, to work on information and welcome leaflets, translations etc;

To attend diary and Heads of Department meetings;

To be a member of the Commercial Development Team and attend all meetings of the same;

In all respects, to work in close harmony with the Commercial Development Manager.

Visits and Volunteers Co-ordinator

Volunteers

To compile and manage rotas for volunteers;

To work alongside the Cathedral Chaplain in supporting the different teams of volunteers and liaising with external volunteer agencies and with Heads of Department about volunteers issues;

To develop communication with volunteers by database, by organising meetings and through the Cathedral newsletter;

Visits

To receive bookings for visits;

To plan visits tailored to particular needs, liaise with visiting groups and manage the experience;

To develop visit/tour opportunities in conjunction with the Commercial Development Manager, and evaluate and cost regular and booked tours;

To co-ordinate different departments and volunteer teams in constructing individual visit experiences;

To act at all times in full support of the mission and policies of the Cathedral.

Person specification.

- 1 Good IT skills, including experience in working with databases and websites;
- 2 Good inter-personal skills;
- 3 Good written and verbal skills;
- 4 A willingness to work flexibly with occasional weekend work;
- 5 A sympathy with the Christian ethos and Mission Statement of the Cathedral;
- 6 A willingness to work collaboratively and as a member of different teams.

TERMS & CONDITIONS

- Post:** Communications, Visits and Volunteers Co-ordinator
- Contract:** This is a full time position.
- Salary:** £16,000 per annum
- Holidays:** 20 days plus bank Holidays per holiday year. No holiday may be carried over into the next year.
- Hours:** Normal office hours are 9.00 am – 5.00 pm (with an hour unpaid lunch break). Due to the nature of the post, the holder may be required to alter or be flexible in the normal starting and finishing times to meet operational needs, and there may be occasional weekend work.
- Probation:** The post will be subject to a six-month probationary period, during which time either party may give the other one week's written notice.
- Place of work:** The usual place of work is Hereford Cathedral Offices, College Cloisters, Hereford
- Pension:** At present the Cathedral's pension scheme is being reviewed and full details of qualification requirements will be available shortly.
- CRB:** The appointment will be subject to satisfactory enhanced clearance from the Criminal Records Bureau.

Equal Opportunities

Hereford Cathedral operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage.

How to apply for this vacancy

Please complete the application form supplied. Remember that you can include not only experience gained in paid employment or self-employment but also relevant experience and skills gained in voluntary work, etc. We cannot consider a CV as an application, although supporting materials can be accepted.

July 2011

