

SOUTHWARK

◆ CATHEDRAL ◆

Engagement Co-ordinator | Applicant Pack

Job Title:	Engagement Co-ordinator
Reports to:	Head of Engagement
Key Relationships:	The Engagement Team Clergy The Property Team Vergers The Learning Centre Manager
Start Date:	As soon as possible
Salary:	£34,000
Hours of Work:	35 hours per week. Due to the nature of the role, attendance at some evening and weekend events will be required.
How to apply:	Please complete the application form on the Church of England Pathways website by 11.59pm on Wednesday, April 29 th .
Interviews:	Thursday, May 7 th , 2026 and Friday, May 8 th , 2026

Introduction to the Cathedral

Southwark Cathedral has been a place of Christian worship for over 1400 years. Now it stands on the vibrant and exciting regenerated south bank of the Thames surrounded by cultural venues such as Tate Modern, Shakespeare's Globe and Borough Market, the offices of major companies as well as schools and diverse residential communities. It is an inclusive Christian community that offers a welcome to all.

The Cathedral's mission, ministry and musical tradition are core to its life as a Cathedral and a parish church serving the community. It also relies on the valuable financial contribution made by its income generating activities such as its shop, café, conference rooms, corporate events and concerts. It is a very busy place, attracting 200,000 visitors a year to the Cathedral, its churchyard and medieval herb garden. The Cathedral relies on a small but dedicated team to be inclusive and welcoming to all.

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Our Vision & Values

Southwark Cathedral's original foundation was a Priory with a community that lived by the rule of St Augustine, written around 400 AD. Augustine begins his rule with the words, 'Before all else, love God and then your neighbour, because these are the chief commandments given to us'. Our renewed vision of 'making space for love: with Heart, Mind and Soul, finds its inspiration in our spiritual heritage.

Our mission and objectives combine in what we are calling the pathways for realising our vision. The pathways through which we will make space for love of God and neighbour are:

Objective 1: Rooted in Christian faith - to be a place of hospitality, exploration, imagination and kindness. We will be a Cathedral that rejoices in making space for all people to flourish and grow in heart, mind and soul.

Objective 2: Heart - to keep the heart healthy in London by a commitment to social justice, upholding the human dignity of all people and of every age.

Objective 3: Mind - to help people both live faithfully and think critically, being a place of learning and discovery.

Objective 4: Soul - to be a school for the soul, a place for enrichment of the inner life through prayer, our Cathedral building, the arts, and community.

Our Values

Integrity, Kindness, Justice, Courage

Role Overview

As Engagement Co-ordinator you will be responsible for the planning and delivery of an audience led, public programme of talks, tours and exhibitions at the Cathedral, as well as working with us to plan and deliver a great visitor experience. As a champion of great public engagement you'll deliver high standards of presentation at the Cathedral, maximising opportunities to deepen visitors understanding of our stories and mission.

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Main Duties and Responsibilities

Engagement Programme

- Plan, co-ordinate and deliver an engaging public programme of visitor led events, aimed at building new audiences and boosting our visitor numbers
- Work with the Head of Engagement, to develop the group visit offer, ensuring forthcoming anniversaries and activities are exploited
- Support the Head of Engagement to deliver the Social Justice Programme, identifying opportunities within existing talks and tours programming to further support the annual theme
- Provide administration of all groups and public tours, ensuring they are booked and co-ordinated accurately
- Coordinate with the Audience Development Manager to evaluate visitor and volunteer feedback, taking action to make improvements as necessary
- Work with external stakeholders and speakers to deliver an engaging year-round expert talks series

Financial administration

- Work with the Finance Team, ensure all fees for engagement events are invoiced and paid for in advance

Relationships

- Line management of the Cathedral Guides volunteer team, working with the Head Guide to ensure guides are kept up to date of Cathedral policy and are trained and delivering excellent customer service
- Work with the Verging and Property team to ensure events are coordinated and delivered to a high professional standard

Other

- Support the Head of Engagement to deliver large scale public events providing administrating and on the day delivery support

The post holder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on manual handling, health and safety, lone working etc as advised.

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Person Specification	
(E) = Essential	(D) = Desirable
<p>Skills/Aptitudes</p> <ul style="list-style-type: none"> • Excellent customer service skills (E) • Excellent organisational skills (E) • Excellent people skills, enabling good working relationships with internal and external stakeholders (E) • Excellent interpersonal skills with the ability to deal with a variety of visitors (E) • Good written and verbal communication and presentation skills (E) • Strong IT skills including Microsoft Office (E) • Ability to work both collaboratively and on own initiative (E) • Works well under pressure, prioritising to meet deadlines (E) 	
<p>Knowledge/Experience</p> <ul style="list-style-type: none"> • Developing and delivering income generating visitor engagement programmes (E) • Working with difference audiences (E) • Working within a cultural, commercial or visitor attraction setting (E) • Working with and supervising volunteers (D) • Some knowledge and experience of managing budgets and finance (D) • Marketing and promotion of cultural events and programmes (D) • Understanding of data protection and data management requirements surrounding sensitive data (E) • Commitment to continuous organisational improvement & the ability to act as an agent of change (E) • Experience of working in an organisation with both paid staff and volunteers (D) • Some knowledge of Church life and the culture and structure of the Church of England as an organisation (D) 	
<p>Personal Attributes & Values</p> <ul style="list-style-type: none"> • Customer focused, passionate about excellent engagement (E) • Flexible, positive and creative (E) • Results focused, self-motivator with an entrepreneurial attitude (E) • Understanding of and enthusiasm for the Cathedral's overall vision and values (E) • Sympathy with the Christian faith (E) • Inspires the trust, confidence, commitment of others and welcomes feedback (E) • Understands, supports and promotes inclusion and diversity in the workplace and every member of the community that the Cathedral serves (E) • Pragmatic and solution-oriented (E) • Committed to high standards and continual improvement (E) 	

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- Willingness to engage with & implement the use of new software, applications and systems (E)

Southwark Cathedral is committed to being an Equal Opportunities Employer. We believe in promoting and building a diverse and inclusive team, and workplace, culture and governance structures that are welcoming to and respectful of all. We welcome applications from all suitably qualified people whatever their ethnicity, background, age, disability, long term condition, sexual orientation, gender identity, or any other characteristic protected by law.

Southwark Cathedral is committed to a culture of safeguarding, especially for children, young people, and vulnerable adults. The Cathedral has adopted the Church of England policy statement 'Promoting a Safer Church (2017)'; Safeguarding Learning and Development (2024) and the Safer Recruitment and People Management Guidance (2021). Every member of our team is recruited according to these policies and is required to complete safeguarding training.

Terms and Conditions

Working Hours

The working hours shall be 35 per hours a week (exclusive of meal breaks). Some out of hours working will be required to support meetings and events and this will be notified in advance. Time off in lieu will be awarded in line with Southwark Cathedral's policy.

Annual Leave

25 days paid leave per annum, in addition to statutory bank holidays, an extra discretionary day at Christmas and an extra discretionary day for one's birthday. After 10 years' service, an additional 5 days paid leave (pro-rata).

Probation

The appointment is subject to the satisfactory completion of a six-month probationary period.

Season ticket loan

Once the probationary period has been completed satisfactorily, the person appointed will be eligible to take out a season ticket loan.

Pension

The person appointed will be eligible to join a defined contributions pension scheme managed by the Church Workers Pension Fund. The Cathedral will contribute half of the annual premium of 10% of salary.

Working Expenses

Reasonable out of pocket expenses will be reimbursed.



Privacy Notice

For more information on how Southwark Cathedral processes applicant data, please refer to our HR Privacy Notice on the Vacancies page on the Cathedral website:

<https://cathedral.southwark.anglican.org/about-us/job-vacancies/>