

SOUTHWARK

◆ CATHEDRAL ◆

Head of Engagement | Applicant Pack

Job Title:	Head of Engagement
Reports to:	Chief Operating Officer
Key Relationships:	The post holder will work closely with the Dean and Residentiary Canons, Head of Music, the Head of (commercial) Events, Communications Manager, Retail Manager, Education Manager and our external catering partner, Comptoir Gourmand. The post holder will line manage: - Visitor Engagement Officer - Audience Development Manager (to be appointed) - Welcome Desk Team - Head Steward
Start Date:	ASAP
Salary:	£42,000
Hours of Work:	35 hours per week (excluding lunch breaks). Due to the nature of the role, attendance at evening and weekend events may be required.
How to apply:	Please complete the application form on the Church of England Pathways website by 11.59pm on Thursday 27 th November 2025.
Interviews:	Friday 12 th December 2025

Introduction to the Cathedral

Set on the south bank of the River Thames, in one of the most vibrant and diverse communities in London, this building has been a constant witness in a place of change.

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The first church was built on this site around the year 606. First a convent, then a monastery, it became in 1106 the Augustinian Priory of St Mary Overie ('over-the-river'). Along with Westminster Abbey and St Bartholomew the Great in Smithfield, it is one of the three remaining great monastic churches of London.

At the Reformation, the Priory became a parish church, and it remains so for the people of Bankside.

In 1905, as South London was rapidly expanding, the church was consecrated as the Cathedral for the new Diocese of Southwark. The Cathedral has a momentous and significant history and has had links with many famous and influential figures, including St Thomas Becket, Geoffrey Chaucer, William Shakespeare, and Charles Dickens.

Today, Southwark Cathedral continues to serve its parish and diocese, which stretches from Kingston to Thamesmead and from the Thames to Gatwick. It remains a lively, inclusive space, hosting events and services for both the Church and wider society.

Working here means honouring this rich heritage, contributing to a vital present, and building a hopeful future, where faith and community come together in one of London's most historic and captivating areas.

Our Vision

- 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
- To keep the heart healthy in London by a commitment to social justice, upholding the human dignity of all people and of every age
- To help people both live faithfully and think critically, being a place of learning and discovery
- To be a school for the soul, a place for enrichment of the inner life through prayer, our Cathedral building, music and the arts, and community

Our Values

- Integrity aligning life & faith so who we are is evident in all we do
- Kindness sharing active love, that all may flourish
- Justice striving for equity in all things, for all people
- Courage upholding these values, we will venture out to challenge and be challenged, to learn and grow.

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Role Overview

The Chapter of Southwark Cathedral wishes to appoint a Head of Engagement to help deliver the *Making Space for Love* vision and engage with and grow a range of external audiences.

The Head of Engagement has a key role in growing and developing new and existing audiences. It is about helping to programme and deliver engaging events, reflecting our vision and values, which will help us build loyal audiences. It is also about developing mechanisms to understand and engage with these audiences more effectively.

In addition, the postholder needs to develop and maintain a world class welcome, motivating the team to encourage a growing level of visitor donations income.

Main Duties and Responsibilities

Working with the COO and CFO:

- To grow audiences, events and other activities across a range of areas in the Cathedral, which support our vision.
- To engage directly with the Cathedral congregation and consider how events intersect between external lay visitors and our existing congregation.
- To direct and manage the operation of Southwark Cathedral's Engagement activities including strict record keeping and completion of risk assessments and internal event forms.
- To deliver a consistently high standard of visitor welcome.
- To bring in revenue through donations and engagement activities.
- To ensure a high-quality visitor engagement with excellent levels of customer care.
- To develop a long-term strategic plan for the Cathedral's engagement programme.
- Ensure high standards of customer care for all visitors by motivating and, where appropriate, training existing staff with key Cathedral colleagues, monitoring all visitor facilities to ensure they are maintained to a high standard and adhering to Health & Safety requirements, at all times.
- Encourage, listen to and respond to all visitor feedback in consultation the Senior Leadership Team
- Help produce and deliver engagement events, ensuring they enhance the visitor experience and draw in new audiences.
- Work closely with the Education Manager to ensure the Cathedral is offering a family friendly programme

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- Managing the delivery of group visits, ensuring good organisation and communication to the relevant departments to deliver an enjoyable visit.
- Take an active part in the Arts and Exhibitions Group at the Cathedral.
- Work closely with the COO and CFO to maximise income generating opportunities.
- Work with the CFO to maximise Gift Aid income opportunities.
- Manage the delivery of all tours, talks and other allied events.
- Ensure all cash handling, banking and associated paperwork is undertaken in a timely manner in accordance with a safe, sound, financial practice.
- Communicate effectively with the wider Cathedral team and collaborate with other key departments such as Events (Corporate) and Education to ensure strong working relationships.
- Attend all meetings as required by the COO.
- Have responsibility with other department heads on the day-to-day activities which take place at the Cathedral.
- Perform other duties and tasks as may reasonably be requested by the COO and Senior Leadership Team.
- Manage and mentor direct reports with regular check-ins and formal annual reviews

Person Specification

- Experience of visitor engagement or experience working within the heritage /visitor /hospitality / retail sector.
- Experience of project/event management.
- Experience of building and developing new and existing audiences.
- Experience in a customer facing / visitor facing role .
- Strong people and leadership skills.
- Line management experience.
- Ability to communicate effectively, build relationships with others and work within a team.
- Experience of producing and managing budgets.
- Strong administrative and record keeping skills.
- Good IT skills and strong written skills.

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Southwark Cathedral believes 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.

Safeguarding is at the core of all we do. We follow best practice for Safer Recruitment.

Terms and Conditions

Working Hours

The working hours shall be 35 hours per week, exclusive of meal breaks. Due to the nature of the role, attendance from time to time at evening and weekend meetings and events may be required. Time off in lieu will be awarded in line with Southwark Cathedral's policy.

Annual Leave

The annual leave entitlement is 25 days per annum, in addition to statutory bank holidays & an additional day at Christmas, with a further 5 days after 10 years' service.

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.

Termination of Employment

During the six-month probationary period one week's notice is required on either side. Thereafter you will be required to give one month's notice should you wish to resign and will receive a minimum of one month's notice.



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/>