

SOUTHWARK

◆ CATHEDRAL ◆

Welcome Team Leader | Applicant Pack

Job Title:	Welcome Team Leader
Reports to:	Head of Engagement
Key Relationships:	Welcome Host Team, Welcome Desk Supervisor, Verging Team, Retail Manager, Property Department
Start Date:	As soon as possible
Salary:	£28,000 per annum
Contract:	This is a fixed term contract for 1 year with the possibility of extension for a further year by mutual agreement.
Hours of Work:	35 hours per week – over 5 days (Sunday- Thursday, 9:30am-5:30pm)
How to apply:	Please complete the application form on the Church of England Pathways website by 11.59pm on Wednesday, June 17th
Interviews:	Interviews are scheduled for Friday, June 26th

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 290,000 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

The Welcome Team Leader will work as part of the Engagement team, leading a team of Welcome Hosts to provide a warm welcome and overall excellent visitor experience at Southwark Cathedral. Acting as a central point of contact, this role will lead, support and develop the Welcome Team to deliver a friendly and engaging visit and ensure a high standard of customer service. You will work closely with the Head of Engagement to support the development of the Welcome Team through training and support, organise rotas and ensure adequate cover of all positions, and support the overall goal to increase visitor numbers, donations and visitor engagement.

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Main Duties and Responsibilities

- Act as main point of contact with Welcome Team acting for daily visitor engagement operations, liaising with other onsite teams, including Vergers, Retail, Property and Enterprise;
- Line manage the paid Welcome Team, ensuring a high standard of welcome and visitor service is provided;
- Carry out regular walk rounds of the site to support Welcome Team members, collaborate and provide feedback and ensure standards are consistently met;
- Cover Welcome Team positions as an when required, providing a welcoming, friendly and engaging visitor experience to all visitors to the Cathedral;
- Organise monthly rotas for the Welcome Team to ensure all days are adequately staffed, managing annual leave, sickness and overtime requests;
- Work alongside the Head of Engagement to develop and maintain training sessions and ensure mandatory training is up to date;
- Attend weekly Cathedral Diary meetings and manage daily service sheets and promotional materials and flyers for upcoming Cathedral events and activities;
- Handle complaints procedure and any difficult customers;
- Manage the recording of daily visitor numbers and donation figures;
- Take the lead on card payments for on the day ticket sales for public and group tours, and other engagement events;
- Attend the Health and Safety Committee and ensure the Welcome Team are confident and compliant with all health, safety, security and safeguarding policies and procedures;
- Take an active role in providing visitors with information about the Cathedral and its history, upcoming events, donation points, services and more;
- Communicate with pre-booked and un-booked tour groups requiring access to the Cathedral;
- Refer any visitor in need of pastoral care to the Day Chaplain or clergy;
- Encourage visitors to donate to the Cathedral through the various platforms available in the Cathedral and online and to encourage those making a donation to Gift Aid it should they be eligible to do so;
- Direct visitors to the Cathedral Shop and Café encouraging secondary spend;
- Promote the sale of information products such as the Visitor Map and Guidebook;

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Person Specification	
(E) = Essential	(D) = Desirable
Skills/Aptitudes	
<ul style="list-style-type: none">• Able to offer a warm, friendly welcome to all visitors and maintain a calm a professional disposition, even in stressful situations (E)• Excellent attention to detail (E)• Good initiative and problem solving skills (E)• Able to work using own initiative and be accountable (E)• Excellent interpersonal skills with people at all levels – internally and externally, and able to work collaboratively in an approachable and constructive manner (E)• Excellent organisational and time management skills, as well as meticulous attention to detail (E)• Proficient in the use of the Microsoft Office suite, including Microsoft Word, Excel and Outlook or Google Workspace (E)• Strong written and oral communication skills (E)• Confidence in using a contactless card reader and have good cash handling skills (D)	
Knowledge/Experience	
<ul style="list-style-type: none">• Experience at managing a team and organising shift rotas (E)• Experience within a heritage, public engagement or visitor attraction (E)• Experience of dealing with customer complaints (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)• Experience of training either volunteers or paid staff (D)• Some knowledge of Church life and the culture and structure of the Church of England as an organisation (D)	
Personal Attributes & Values	
<ul style="list-style-type: none">• 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)• Willingness to engage with & implement the use of new software, applications and systems (E)	

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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.

Appointment to this role is subject to satisfactory references and the right to work in the UK.

Terms and Conditions

Working Hours

The working hours shall be 35 per hours a week (exclusive of meal breaks), normally Sunday to Thursday, 9:30am-5:30pm. Some out of hours working may 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.

Notice period

Following probationary period, two months notice on both sides.

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.

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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/>