2026

CHICHESTER CATHEDRAL

Recruitment Pack

Visitor Assistant

Job Title:	Visitor Assistant
Team:	Marketing + Visitor Experience
Location:	Chichester Cathedral
Line Managers:	Visitor Experience Manager
Matrix reporting :	Head of Marketing + Visitor Experience
Contract:	Fixed term, 15 months
Hours:	17.5 hours
Salary:	£12,239 per annum

Welcome from our Visitor Experience Manager

2026 is an exciting time to join our award-winning Visitor Team, who are at the heart of welcoming thousands of people to one of England's most beautiful and historic cathedrals.

Chichester Cathedral has stood for over 950 years as a place of worship, welcome and wonder and we need enthusiastic and engaging people who will play a key role in sharing our story and in ensuring that our legacy can continue.

Every day, you'll help create memorable moments for visitors from all over the world, whether they're discovering the Cathedral's rich heritage, attending a service, or enjoying concerts, exhibitions and special events.

If you feel that you have the skills and experience that we are seeking, we hope that you will consider applying to join our friendly, supportive team who are passionate about our hospitality and heritage.

With warm regards,
Rebecca Lewry-Gray

About us

The Cathedral is a living, working place of worship that has stood at the heart of Chichester for more than nine centuries.

Through inspiring worship, excellent music, long-standing commitment to the visual arts, thoughtful teaching and generous hospitalit

it seeks to be a place of transformation, where people encounter the unconditional love and compassion of God.

As the Mother Church of the Diocese of Chichester, serving East and West Sussex, the Cathedral is also a much-loved visitor destination, a venue for music and the arts, and a vibrant hub at the centre of community life, welcoming around 250,000 visitors each year. Its ministry and mission are sustained by a committed worshipping congregation, alongside a dedicated team of staff and volunteers.

The Cathedral building itself, a Grade I listed landmark, brings together Norman and Gothic architecture in a striking blend of the ancient and the modern. Within its walls is a remarkable collection of 20th-century paintings, tapestry, sculpture and glass, adding further richness to its spiritual and cultural life.

The Cathedral receives no statutory or Church of England funding and is entirely self-supporting, relying on the generosity of donors, fundraising efforts and the income it generates through its work.

Our vision

Guided by St Richard of Chichester's vision of the Christian life, we seek to know, love and follow Jesus, and to make him known in our city and diocese, and to the many people who visit us. Our primary objectives are to:

1.To **grow** in the **love** and **knowledge** of **God**
2.To **love our neighbour** as ourselves
3.To **nurture, sustain** and **hand on** what we have received

You can read our full Vision document on the Cathedral website.

Our values

Our values, teamwork, inclusivity, communication, and kindness, guide how we work, support one another, and welcome everyone who connects with Chichester Cathedral.

- **Teamwork**: We believe we're stronger together, collaborating across departments and projects to achieve shared goals.
- **Inclusivity**: Everyone's voice matters. We embrace diversity and strive to create a welcoming space where everyone feels valued and included.
- **Communication**: We communicate clearly and openly, whether we are sharing ideas, solving problems, or supporting each other.
- **Kindness**: We treat people with respect, care, and generosity, creating a positive and supportive environment.

At Chichester Cathedral, we're committed to living our values every day. We stay connected through regular newsletters, events, and socials, making sure everyone feels part of the team. We listen to and encourage open discussions through one-to-one meetings and our Employee Forum, giving everyone a chance to share their ideas. We support your professional growth with training and development opportunities to help you succeed in your role.

About the role

This front-line role sits within our expanding Marketing and Visitor Experience team and offers a unique opportunity to shape how thousands of people experience Chichester Cathedral each year

With over 950 years of history and a living tradition of worship, music, and community outreach, Chichester Cathedral is both a sacred space and a cultural landmark. **We welcome close to 250,000 people annually**, and every interaction matters.

As a Visitor Assistant, you will help us **offer a warm, high-quality welcome to everyone who comes through our doors**, whether they arrive as worshippers, pilgrims, visitors, or guests attending one of our events, exhibitions, or concerts.

You will **greet visitors, encourage charitable donations, and help ensure the Cathedral remains a safe, welcoming, and inspiring place to be.** Your work will help sustain the Cathedral's mission, both practically and financially. It costs over £7,000.00 a day to keep the Cathedral open and free to enter, and your role will help visitors understand and support that work.

This is an exciting opportunity for someone who **enjoys engaging with the public, thrives in a team environment, and wants to contribute to the life of a historic and active place.** Whether you are welcoming a family on holiday, a pilgrim seeking quiet reflection, or a guest attending a concert, you will help ensure their experience is positive, respectful, and memorable.

Purpose

To offer a consistently high-quality welcome to all who enter Chichester Cathedral, whether they come as worshippers, pilgrims, visitors, or guests attending one of our events, exhibitions, or concerts. As part of a team welcoming close to 250,000 people each year, Visitor Assistants play a vital role in shaping every visitor's experience, encouraging charitable donations, and supporting the smooth running of daily operations.

Accountabilities

Key accountabilities:

1. **Welcome and engagement**: Offer a warm, professional, and inclusive welcome to all worshippers, pilgrims, and visitors. Share clear and engaging information about the Cathedral's history, mission, and daily life.
2. **Donation encouragement:** Encourage and process visitor donations through the point of sale, including Gift Aid where applicable. Meet agreed income targets and explain the impact of giving.

Other accountabilities:

- **Visitor support and flow:** Assist with wayfinding, queue management, and group visits, ensuring smooth movement and responding to visitor queries with empathy and professionalism;
- **Collaboration:** Work closely with team members, including directly with Vergers and our cohort of volunteer Welcomers, to ensure a seamless visitor experience, helping with briefings and supporting their engagement with the public;
- **Safety and security:** Monitor visitor areas for safety, cleanliness, and security concerns, reporting incidents promptly and supporting emergency procedures when required.
- **Retail and events support:** Assist with ticketing, merchandise sales, and front-of-house operations for Cathedral events, which occasionally may include evening and weekend activities.
- **Presentation and standards:** Maintain a tidy, professional appearance and ensure public areas are presentable, upholding the Cathedral's values and sacred context in all interactions.

Skills and experience

Essential:

- Excellent interpersonal and verbal communication skills, with confidence engaging a wide range of visitors;
- Friendly, approachable, and professional manner, with a commitment to delivering high-quality visitor service;
- Experience in a public-facing role, ideally within a heritage, cultural, religious, or visitor attraction setting.
- Ability to work collaboratively within a team;
- Education to GNVQ level 2 or equivalent.
- Comfortable handling cash and digital transactions accurately and responsibly;
- Quick to learn and adapt to new systems, tools, and procedures;
- Reliable, punctual, and well-presented;
- Empathy with the Cathedral's mission and sensitivity to its sacred and historic context.

Desirable:

- Understanding of charitable giving, including Gift Aid;
- Experience working with or supporting volunteers;
- Familiarity with basic health and safety and safeguarding principles. Cathedral's mission and sensitivity to its sacred and historic context.

Level of responsibility

- **People**: The post holder does not have any direct line reports but will have a close relationship with fellow Visitor Assistants, Volunteers and the Verger team.

Contacts

Internally with:
- Fellow Visitor Assistants, to provide a cohesive and high quality visitor experience;
- Visitor facing staff and volunteers, most notably the Welcomers, to ensure they are engaged and valued.

Externally with:
- Members of the public; regular Cathedral visitors, worshippers, pilgrims and tourists.

Special requirements

- This role will require regular weekend working, periodic evening working and a flexible approach to working hours at busy times;
- This role requires the post-holder to regularly work bank holidays;
- A suitable working pattern will be agreed with the Line Manager;
- Mandatory health & safety and safeguarding training will be provided.

- The post-holder is not required to be a communicant member of the Church of England but should be in sympathy with our mission.

Safeguarding

In accordance with Church of England's policy, Promoting a Safer Church and the House of Bishops' Safeguarding Policy and Practice Guidance, Chichester Cathedral is committed to the safeguarding of children, young people, and vulnerable adults who may be at risk.

The Cathedral works in partnership with the Diocese of Chichester to ensure that we operate in accordance with best practice at all times.

The care and protection of children, young people and vulnerable adults are the responsibility of the whole Cathedral community, whether clergy, staff, volunteers, contractors, or members of the congregations. Everyone who participates in the life of the Cathedral has a role to play in promoting a safe environment for all.

To learn more about Safeguarding at the Cathedral please see our website.

Equality & Diversity

At Chichester Cathedral we are committed to encouraging a supportive and inclusive workplace culture amongst our employee and volunteer workforce. It is our aim to ensure that if you work here or apply to work here, on either a paid or voluntary basis you will have an equal opportunity. We are also committed to working towards an organisation workforce that is diverse and as representative of our wider community as it can be.

We respect and value each of our employees and volunteers and are committed to enabling you to be able to perform to the best of your abilities and to be your authentic self in the workplace.

How to apply

Please complete the application form and send it to:
hr@chichestercathedral.org.uk

Key dates:

- The closing date for applications is midnight on 13 November 2026.
- Interviews will take place in person at Chichester Cathedral.
- We reserve the right to close the vacancy earlier if a suitable candidate is appointed so please do apply as soon as possible.

If you wish to discuss this role, please email:
hr@chichestercathedral.org.uk
to arrange a convenient time for discussion