

CHICHESTER  
CATHEDRAL

# Visitor Team

Senior Visitor Assistant

## RECRUITMENT PACK



[CHICHESTERCATHEDRAL.ORG.UK](https://www.chichestercathedral.org.uk)





## Welcome from the 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, culture, and community 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





**IMAGE: Chichester Cathedral Nave,  
Chichester Cathedral (2020)**

## About Chichester Cathedral

The Cathedral is a living church that has been at the centre of life in Chichester for over nine centuries. We are a place of worship and mission, the Mother Church of the Diocese of Chichester (which covers East and West Sussex) and the seat of the Bishop of Chichester. We are supported by a committed worshipping congregation, a small but dedicated staff team and over three hundred volunteers.

The Cathedral is a leading visitor attraction, a venue for artistic and cultural activity, and an all-round hub for the community, welcoming over 250,000 visitors each year. Music is a central element in the Cathedral's life. The Choir, which offers eight sung services each week and contributes to the Cathedral's outreach around the diocese, has a high reputation at national and international level. We also host many high-quality musical performances each year by choirs, orchestras, and chamber groups.

The Cathedral presents a comprehensive events programme and has a trading subsidiary, Chichester Cathedral Enterprises Ltd (CCEL), offering hospitality and retail services that support the Cathedral in delivering its mission. We have both a residential and commercial property portfolio many of them listed, in the Cathedral Close and beyond.

The Cathedral does not receive statutory or Church of England funding and is self-supporting, relying on self-generated income, donations, and fundraising activities. The Chapter is supported by the Chichester Cathedral Restoration & Development Trust and the Friends of Chichester Cathedral.

Further information about Chichester Cathedral can be found on the Cathedral website, including our [Annual Report & Accounts](#).

# Our vision

As we reflect on our **950th anniversary**, we've been thinking about what really matters to us here at Chichester Cathedral. We've drawn inspiration from the **Dominican tradition** - focusing on **prayer, learning, community, and mission**. It's all about growing together in faith, wisdom, and compassion, and finding new ways to serve and connect with the world around us. Whether it's through worship, learning, or supporting each other, we aim to be a community that's welcoming, joyful, and ready to make a difference.

You can read our full [Vision](#) document on the Cathedral website.

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# Our values

Our team came together to create values that we live by every day - **Teamwork, Inclusivity, Communication, and Kindness (TICK)**. These aren't just words to us; they guide how we work, support one another, and interact with the world around us.

- **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:** Clear, open communication is key to everything we do - whether sharing ideas, solving problems, or supporting each other.
  - **Kindness:** We treat each other with respect and empathy, always looking out for one another and creating a positive, caring work environment.
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# Our commitment to our team

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.

# JOB DESCRIPTION

<b>Job Title:</b>	Senior Visitor Assistant
<b>Team:</b>	Marketing + Visitor Experience
<b>Location:</b>	Chichester Cathedral
<b>Line Manager:</b>	Visitor Experience Manager
<b>Matrix Reporting Line:</b>	Head of Marketing + Visitor Experience
<b>Contract:</b>	Fixed term, 2 years
<b>Hours:</b>	35 hours
<b>Salary:</b>	£27,000 p/a
<b>Completion date:</b>	February 2026

This is a front-line role in our expanding Marketing & Visitor Experience team and a unique opportunity to help 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 300,000 people annually, and every interaction matters.

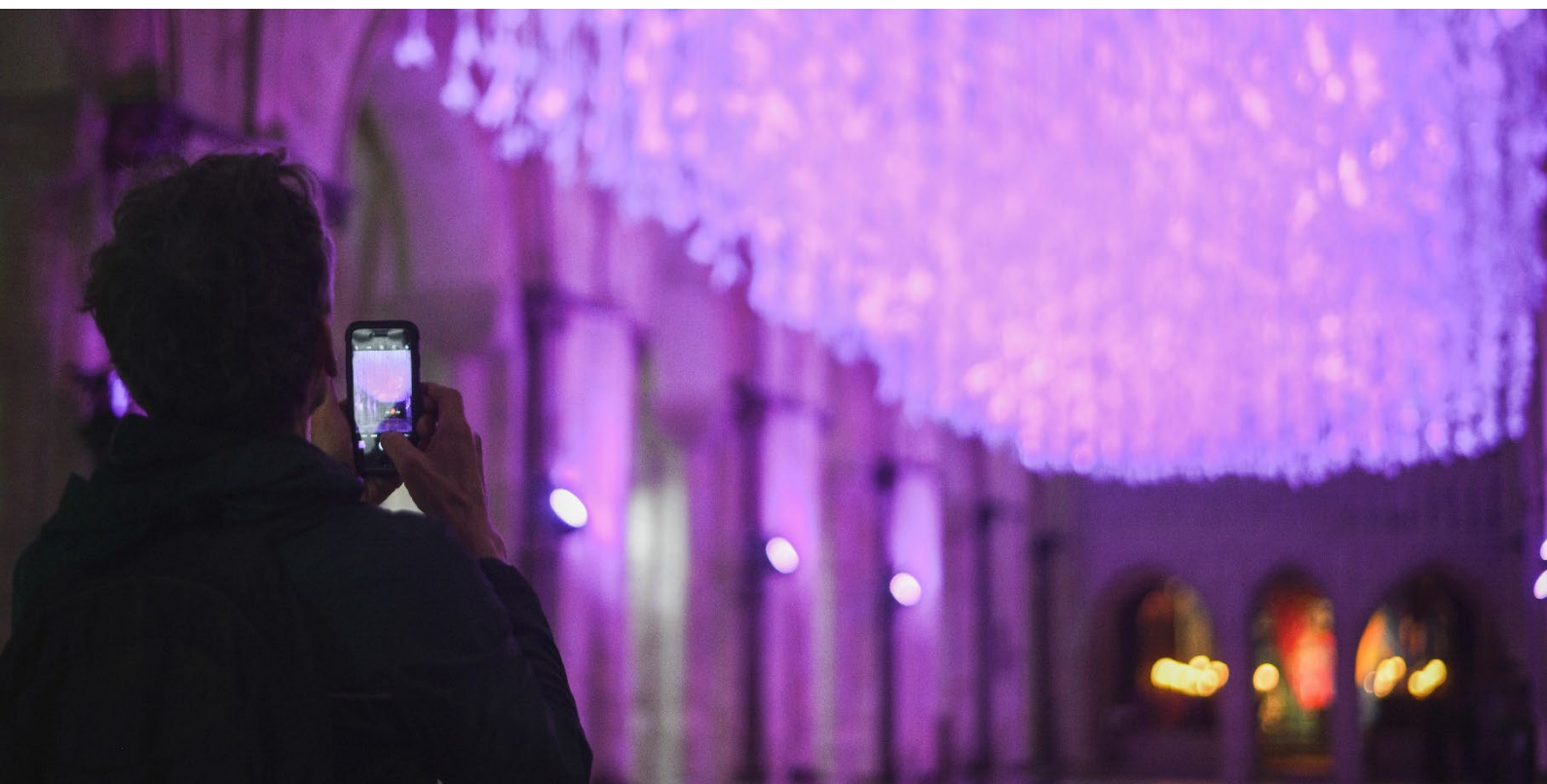
As a Senior Visitor Assistant, you will lead by example in delivering a high-quality welcome to everyone who comes through our doors, whether they arrive as worshippers, pilgrims, tourists, or attendees at one of our many events, exhibitions, and concerts. You will have shared oversight of the Cathedral floor during visitor hours, working with colleagues in the Verger team, attending daily briefings, and helping maintain presentation standards across public areas.



This full-time role (35 hours per week) combines front-line engagement on our Welcome Desk (17.5 hours) with administrative and operational responsibilities (17.5 hours). You will coordinate the rota for Visitor Assistants, support group visits, and help implement Cathedral projects such as signage, interpretation, and exhibitions. You will also assist with event setup and manage online visitor enquiries and reviews via platforms like TripAdvisor.

It costs over £7,000 a day to keep the Cathedral open and free to all people, and your role is key to helping visitors understand and support that work. This is an exciting opportunity for someone with strong communication and organisational skills, a proactive approach, and a passion for heritage, hospitality, and public engagement.

IMAGE: Peter Walker's *Peace Doves*,  
Chichester Cathedral (2023)



## JOB PURPOSE

To support the operational delivery of a consistently high-quality welcome to all who enter Chichester Cathedral - whether they come as worshippers, pilgrims, tourists, or attendees at events, exhibitions, and concerts. As part of a team welcoming close to 300,000 people each year, the Senior Visitor Assistant plays a key role in shaping the visitor experience, coordinating daily operations, and supporting charitable giving.

This role combines front-line engagement with administrative and operational responsibilities, including rota scheduling, Cathedral floor oversight, group visit coordination, and project implementation. The Senior Visitor Assistant helps ensure the Cathedral remains safe, welcoming, and well-presented, while contributing to its mission as a working church, heritage site, and registered charity.

## ACCOUNTABILITIES

Key accountabilities:

1. Welcome and engagement: Lead by example in delivering a warm, professional, and inclusive welcome to all pilgrims and visitors. Provide clear and engaging information about the Cathedral's history, mission, and daily activities, and support the wider team in maintaining high standards of visitor care;
2. Donation encouragement: Proactively encourage and process visitor donations, including Gift Aid where applicable, meeting agreed income targets and explaining the impact of giving. Ensure giving points and stations are fully functioning and accessible, and provide troubleshooting support should issues arise;

Other accountabilities:

1. Visitor support and flow: Assist with wayfinding, queue management, and group visits, ensuring smooth movement and responding to visitor queries with empathy and professionalism;
2. Collaboration and coordination: Schedule and rota Visitor Assistants in line with operational needs and Cathedral activity. Attend daily briefings and work closely with Vergers, Welcomers, and other colleagues to ensure a seamless visitor experience.
3. Safety and security: Monitor public areas for safety, cleanliness, and security concerns. Apply enhanced training in counter-terrorism, safeguarding, and health & safety, and support emergency procedures when required.
4. Retail and events support: Assist with ticketing, merchandise sales, and front-of-house operations for Cathedral events. Lead on event setup for tours, lectures, and hospitality activities, including occasional evening and weekend work.
5. 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.

## LEVEL OF RESPONSIBILITY

- People: The post holder does not have direct line management responsibility but plays a key role in coordinating the daily work of Visitor Assistants, including scheduling and rota planning. They work closely with the Visitor Experience Manager, Vergers, Welcomers, and other colleagues to ensure a cohesive and high-quality visitor experience;
- Site: The post holder will have key-holder responsibilities.
- Finance: Indirect responsibility for Visitor Donation income targets as agreed with Visitor Experience Manager and for reporting donation activity to appropriate colleagues.

## 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.

## 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;



- Strong organisational skills, with experience in scheduling, rota coordination, or operational planning;
- Education to GNVQ level 2 or equivalent.
- Ability to work collaboratively within a team;
- 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;
- Experience in event setup, group coordination, or project delivery (e.g. signage, exhibitions);
- Confidence using online platforms such as TripAdvisor or managing visitor feedback.



IMAGE: Luke Jerram, MARS, Chichester Cathedral (2024)

# Commitment to 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.](#)





IMAGE: Luxmuralis 950, Chichester Cathedral (2025)

## Commitment to Equality & Diversity

At Chichester Cathedral we are dedicated 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 attached and send it to:  
[hr@chichestercathedral.org.uk](mailto:hr@chichestercathedral.org.uk)

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## Key Dates:

- The closing date for applications is **9.00am on Monday 26 January 2026**
- Interviews will take place in person in Chichester on **Thursday 29 January 2026**

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