

CHICHESTER  
CATHEDRAL

# Visitor Team

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 (2025)

## 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>	Visitor Assistant
<b>Team:</b>	Marketing + Visitor Experience
<b>Location:</b>	Chichester Cathedral
<b>Line Managers:</b>	Visitor Experience Manager
<b>Matrix reporting line:</b>	Head of Marketing + Visitor Experience
<b>Contract:</b>	Fixed term, 2 years
<b>Hours:</b>	17.5 hours; consisting of 4-5 hour shifts.
<b>Salary:</b>	£12,239 per annum Chichester Cathedral is committed to paying the Real Living Wage.
<b>Completion date:</b>	May 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.

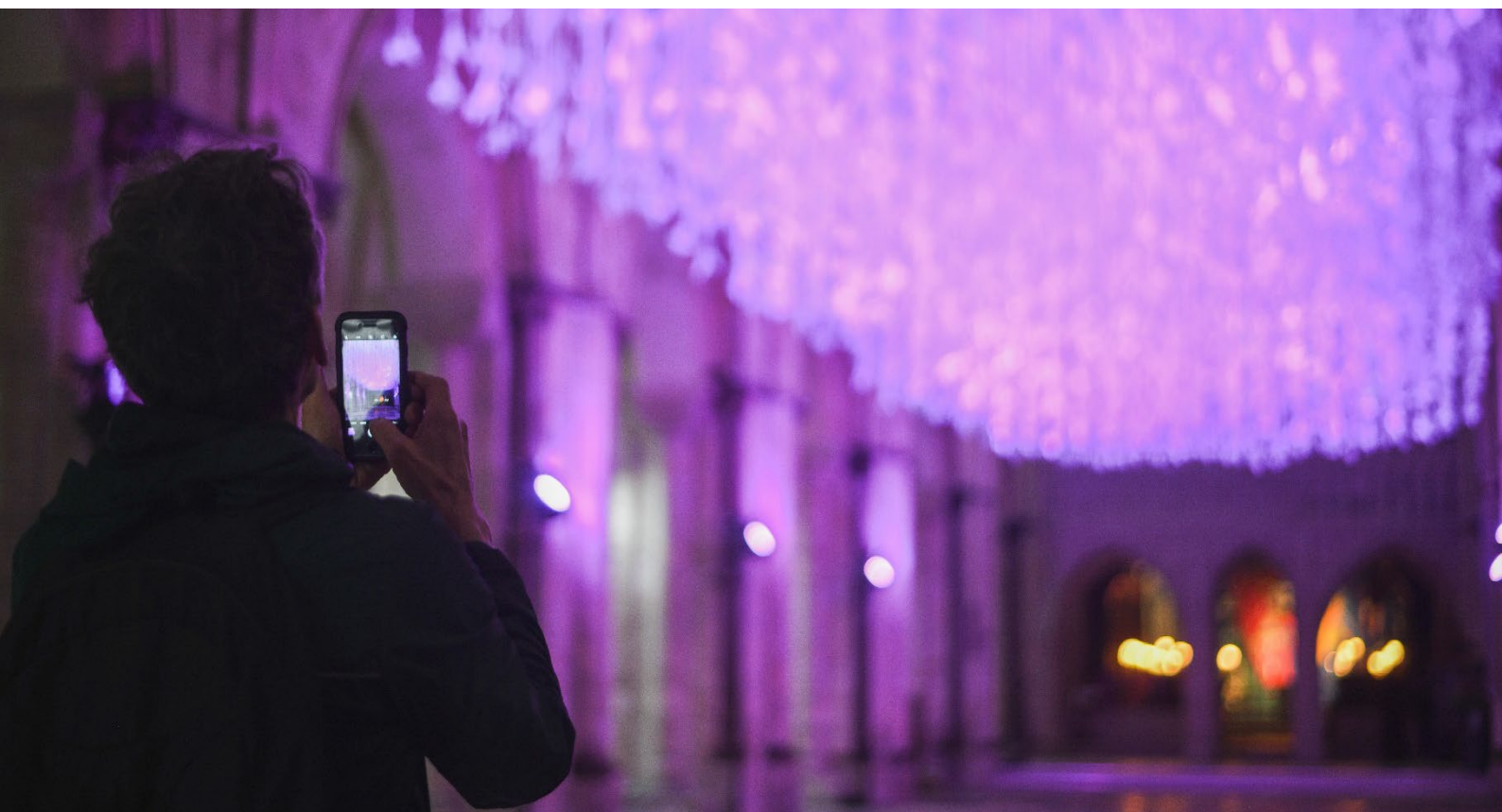
With over 950 years of history and a living tradition of worship, music, and community outreach, Chichester Cathedral is both a sacred space and a cultural landmark. We welcome close to 300,000 people annually, and every interaction matters.

As a Visitor Assistant, you will be part of the team that delivers a high-quality welcome to everyone who comes through our doors - whether they arrive as worshippers, pilgrims, tourists or an attendee at one of our many events, exhibitions and concerts.

You will be responsible for greeting visitors, encouraging charitable donations and helping 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 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 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.

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



## **JOB PURPOSE**

To deliver a consistently high-quality welcome to all who enter Chichester Cathedral - whether they come as worshippers, pilgrims, tourists or attendees to one of our many events, exhibitions and concerts.

As part of a team welcoming close to 300,000 people each year, Visitor Assistants play a vital role in shaping the experience of every visitor, encouraging charitable donations, and supporting the smooth running of daily operations.

## **ACCOUNTABILITIES**

Key accountabilities:

1. **Welcome and engagement:** Deliver a warm, professional, and inclusive welcome to all pilgrims and visitors, providing clear and engaging information about the Cathedral's history, mission, and daily activities;
2. **Donation encouragement:** Proactively encourage and process visitor donations via point of sale, including Gift Aid where applicable, meeting agreed income targets and explaining the impact of giving;

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:** 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;
3. **Safety and security:** Monitor visitor areas for safety, cleanliness, and security concerns, reporting incidents promptly and supporting emergency procedures when required.
4. **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.
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 any direct line reports but will have a close relationship with fellow Visitor Assistants, the Senior Visitor Assistant, Volunteers and the Verger team;
- **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.
- 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.



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 Friday 1 May 2026**
  - Interviews will take place in person in Chichester on **Thursday 7 May 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