



Welcome Manager

JOB TITLE:	Welcome Manager
RESPONSIBLE TO:	Head of Comms and Marketing
KEY INTERNAL RELATIONSHIPS:	Head of Events, Head of Facilities, Clergy Team
SALARY:	£22,500 FTE (£18,243 actual)
PENSION:	Subject to meeting the relevant criteria you will be enrolled in the Cathedral's Pension Scheme with 8% employer contributions.
HOURS:	30 hours per week. There is an expectation that these hours will be worked flexibly (by agreement) to meet the changing needs of the Cathedral diary, including some evening and weekend work.
CONTRACT:	Three year fixed term (potential for renewal)
HOLIDAYS:	28 days FTE (23 days PRO RATA) plus bank holidays

The successful applicant will be excited about bringing their experience in working with volunteers and engaging with visitors into the unique context of Birmingham Cathedral. You will possess the sensitivity and professionalism to understand the unique role that volunteers fulfil in our corporate life. Volunteers are the heartbeat of the Cathedral and you will be confident working with experienced volunteers and engaging new volunteers into identified roles. You will be eager to work with staff and volunteers to develop engagement opportunities for visitors (with an awareness of digital visitors in the current context). This is a new and exciting role for the Cathedral – you will be involved in both developing and implementing strategies within your area of work.

Detailed Job Description:

- Lead on developing a Volunteer Recruitment Programme
- Work with Heads of Department and Clergy to support with drafting job descriptions, advertising, and recruitment of volunteers
- Develop a programme for volunteer management and retention
- Work with existing volunteer groups to support and develop their roles.
- Responsible for maintaining HR paperwork for all volunteers
- Responsible for volunteer training
- Oversee the welcome experience for visitors
- Achieving targets for visitor numbers and visitor income
- Work with the wider Cathedral team (staff, volunteers and congregation) to ensure the fulfilment of Chapter's strategy and vision
- Any other reasonable duties and responsibilities as may be required by Chapter.

Person Specification:

- Exceptional Communication skills, together with a confident and mature approach
- Must be self-motivated whilst understanding the importance of working as part of a team.
- Sympathetic towards and supportive of the mission and values of the Cathedral
- Sensitive and intuitive approach to working with people and helping them achieve their best.
- Experience of working with or as a volunteer
- Experience in a customer focused environment (ideally in a charity / heritage / church context)

We are an equal opportunities employer. We welcome applications from all suitably qualified persons. However, as those from minority ethnic groups are currently under-represented in our staff team, we would particularly welcome applications from those groups.

This role is part-funded by the Church Commissioners via the Cathedral Sustainability Fund

Deadline for Applications: Wednesday 3rd February 2021

Interview Date: Wednesday 24th February 2021

Completed application forms should be sent to recruitment@birminghamcathedral.com