

PORTSMOUTH CATHEDRAL

APPLICATION PACK

VISITOR EXPERIENCE AND VOLUNTEER MANAGER



Portsmouth Cathedral: a beacon and safe haven,
anchored in Jesus Christ.

WELCOME FROM DEAN ANTHONY

Dear Applicant,

Thank you for your interest in the position of Visitor Experience and Volunteer Manager at Portsmouth Cathedral. This is an exciting as well as challenging time for the Cathedral, and the current pandemic has not prevented us from continuing to work on a renewed Vision and Strategy which was launched last September. [Cathedral Vision — Portsmouth Cathedral](#).

Underlining our commitment to grow in service to our Diocese, city and beyond while ensuring long term sustainability, we are looking for an outstanding Visitor Experience and Volunteer Manager to lead our efforts in developing the visitor experience and supporting our amazing volunteers.

Over the past year, with the help of the Cultural Recovery Fund for Heritage, much work has been undertaken to better understand what steps we can take to enhance the visitor experience and attract more people into our historic cathedral.

We have, for example, during this past 12 months developed a new app for self-guided tours (and there should be more development in the future for different audiences), a virtual reality version of how the Cathedral might have looked today had the 1960's plans for the Nave been built, invested in new merchandise and a bespoke "Cathedral Collection" line for the Cathedral Shop with room for future innovation.

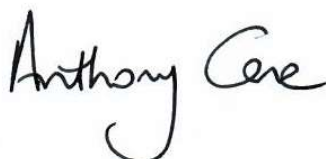
But we are only at the beginning of this journey. We need the right person to lead our efforts to further transform the visitor experience, building stronger and deeper relationships with our local partners across, Portsmouth, the Isle of Wight and Hampshire. Pre-pandemic only 20,000 of the millions of visitors to Portsmouth annually, visited the Cathedral – we want to change that and attract many more visitors.

Equally important will be the role of supporting our existing volunteers and increasing their number and diversity. Our volunteers are at the heart to the life of the Cathedral with visitors always commenting about the friendly welcome and well-informed tours, all provided by volunteers. Supporting their work is integral to the work of this post and the life of the Cathedral.

I hope this, the further information contained below, and our website (www.portsmouthcathedral.org.uk) will encourage you to apply for this significant new post.

If it does, or you would like to ask any questions about the role in advance of a formal application, we very much look forward to hearing from you.

With best wishes,



The Very Reverend Dr Anthony Cane
Dean of Portsmouth

INTRODUCTION TO THE ROLE

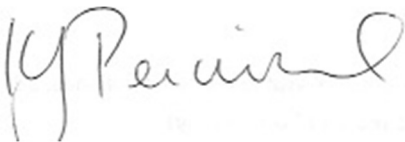
Dear Applicant,

Thank you for your interest in the role of Visitor Experience and Volunteer Manager, which is funded for three years thanks to the Cathedral Sustainability Fund.

Our new Vision and Strategy sets out ambitious plans to increase our impact as a Cathedral - as a Christian worshipping community, civic space, artistic venue, and visitor destination - whilst improving our financial sustainability through commercial events and fundraising. This position will play a crucial role in the flourishing of the Cathedral, both externally, as we enhance our visitor offer and sustain and build partnerships, and internally, as we support and expand our volunteer teams.

As a small cathedral, we are light on our feet and entrepreneurial in our approach – a beautiful and characterful beacon in a great maritime city, and for a diverse diocese. If you have talents and experience in managing volunteers and attracting and nurturing visitors, if you are a people person and work well in a team, if you are confident and innovative, and take your role seriously and yourself lightly, we would be delighted to hear from you.

For an informal conversation about the post, please do not hesitate to contact me on kathryn.percival@portsmouthcathedral.org.uk

A handwritten signature in black ink, appearing to read 'K Percival', written in a cursive style.

The Reverend Canon Kathryn Percival
Canon Chancellor and Vice Dean

VISITOR EXPERIENCE AND VOLUNTEER MANAGER

Reports to:	Canon Chancellor
Matrix reporting line to:	Head of Fundraising and Events
Direct Reports:	Cathedral Volunteers
Indirect Reports	Internal and external partners, agencies, and suppliers
Location of Role:	Under usual circumstances, the role is primarily based at Portsmouth Cathedral, but may require some travel. Some home working arrangements will be considered.
Number of hours/week:	35 hours per week
Contract:	36 months
Holiday:	Total of 35 paid working days including public holidays
Pension:	7.5% employer contribution, 1% employee contribution

Job purpose

- Development and delivery of a high-quality visitor experience to Portsmouth Cathedral, raising the profile of the Cathedral and generating increased income to support its mission.
- Management, support, recruitment, induction, and training of volunteers.

Key internal relationships

- Dean
- Chapter (Governing Body)
- Canon Chancellor
- Chief Operating Officer
- Head of Fundraising and Events
- Digital Marketing Manager
- Office Manager and Dean's EA
- Head Guide
- Shop Manager
- Finance Officer
- Organist and Master of Choristers
- Head Verger and Precinct Manager
- Assistant Verger and Precinct Officer
- Cathedral volunteers including Welcomers and Guides, and all other volunteers
- Cathedral staff

Key external relationships

- Local businesses and non-profit umbrella groups (e.g. Shaping Portsmouth, Ports Fest and Portsmouth & District Business Strategy Group)
- Local heritage sites (e.g., National Museum of the Royal Navy, the Mary Rose Trust, the D-Day Story, the Portsmouth City Museum)
- Potential commercial and artistic partners (e.g., local music festivals, businesses, Love Southsea, Hot Walls Studios, Aspex Gallery, the cruise industry/ports of Portsmouth and Southampton)
- Education partners and colleges

Key responsibilities

- Develop and implement a visitor engagement plan
- Be responsible for setting up the programme of free and paid for guided tours
- Be responsible for organising and growing group tour bookings (marketing support will be provided by the Digital Marketing Manager)
- Be responsible for developing additional content for the Portsmouth Cathedral visitor app e.g., new digital self-guided tours (technical support will be provided by the Digital Marketing Manager)
- Devise and deliver more robust methods of recording visitor numbers
- Devise and deliver a system for receiving visitor feedback and implementing learnings
- Work with the Head of Fundraising and Events to increase visitor donations
- Manage the Visitor Experience budget
- Be responsible for conducting Risk Assessments for any activities relating to Visitor Experience
- Create, review, and implement a Volunteer Handbook
- Create, review, and deliver an induction programme for volunteers
- Create, review, and implement a programme of volunteer training
- Be responsible for Welcomer and Guide rotas
- In collaboration with others, devise and prepare for the Cathedral's centenary celebrations and projects in 2027
- Oversee accreditation by nationally recognised organisation such as *Investing in Volunteers*
- Oversee the operational aspects of cultural (non-commercial) and volunteer-led events e.g., art exhibitions
- Work in co-operation with the Shop Manager on shop volunteers and opening times
- Manage any future Visitor Experience apprenticeships or work placements at the Cathedral
- Undertake whatever other tasks the Dean and Chapter might reasonably expect

Person Specification

Essential experience and skills:

- Minimum three years' experience in a visitor experience and/or volunteer management role
- Experience of delivering training
- Experience of team and partnership working
- Excellent written and verbal communication skills
- Excellent organisational skills
- Excellent IT skills

Desirable experience

- Working in the not-for-profit sector
- Familiarity with the Church of England
- Background in heritage interpretation
- Experience of managing budgets

Personal qualities:

- Excellent interpersonal skills, in particular warmth, tact, diplomacy, discretion, and imagination
- In sympathy with the ethos and aims of the Cathedral as a Christian organisation
- Highly collaborative
- Innovative
- Entrepreneurial
- At ease when working at a senior level and with the general public
- Committed to equal opportunities and inclusivity
- Committed to upholding the highest standards of safeguarding practice

TERMS AND CONDITIONS OF APPOINTMENT

- **Hours.** This is a 36-month contracted post of 35 hours per week normally worked over five days Monday to Friday, but work will regularly include evenings, weekends, and public holidays to fulfil operational requirements.
- **Salary.** The salary is in the range of £25,000-£28,000 depending on skills and experience.
- **Pension.** Staff are eligible to join the Church Workers Pension Fund (contributory: employer 7.5%, employee 1% of gross salary).
- **Holiday** The annual leave allowance is 25 days plus two 'given' days over Christmas to provide cover, and all statutory public holidays (which may need to be taken in lieu).
- **Safeguarding.** The Cathedral takes the safeguarding of children and vulnerable adults very seriously, and practises Safer Recruitment for all roles (both paid and voluntary), enhanced DBS for specific roles, and face-to-face or online training as required.

The Cathedral records and manages the checks and courses taken by staff and volunteers to ensure that DBS renewals take place and training is refreshed as required by each role.

DBS Checks	Required	Renewal Required
Enhanced Disclosure and Barring Service check required	YES	YES
Safeguarding Training and Development	Required	Renewal Required
Basic Awareness – E-learning	YES	n/a
Foundation – E-learning	YES	n/a
Briefing session on children and adults	YES	n/a

- **Data Protection.** Ensuring that the Cathedral collects, stores, and deletes information in compliance with current data protection legislation and retention guidance is important to us and the sign of a healthy organisation.

Staff and volunteers in certain roles will be required to complete GDPR/DPA on-line training to help ensure the Cathedral handles all personal and contractual data entrusted to it in a proper and legal manner.

Training	Required	Renewal Required
GDPR – Core	No	n/a
GDPR - Foundation	No	n/a
GDPR - Marketer	No	n/a
GDPR - Practitioner	YES	n/a
GDPR - HR Professionals	No	n/a
GDPR – Board	No	n/a

- **First Aid Training** and other training will also be provided as required.

- The post will be subject to a three month probationary period, during which the appointment may be terminated by either party giving to the other one week's notice. Notice after the probationary period is two months by either side.
- The post is subject to informal and formal procedures for review and appraisal. Training and development are discussed as part of this process.

Other general terms and conditions of employment are set out in the Staff Handbook, which is issued to all Cathedral employees on appointment. A copy will be available for inspection at interview if requested.

APPLICATION PROCESS AND INTERVIEW

For an informal discussion about this role please contact:

- Canon Kathryn Percival, Canon Chancellor and Vice Dean
kathryn.percival@portsmouthcathedral.org.uk

For any questions regarding the application process please contact:

- Liz Snowball, Dean's EA and Cathedral Office Manager.
liz.snowball@portsmouthcathedral.org.uk

Applications

To apply for the role of Visitor Experience and Volunteer Manager, please send a completed application form, Recruitment Monitoring Form, and covering letter setting out what attracts you to the post and why you believe you are the right person for it to Liz Snowball, Dean's EA and Cathedral Office Manager, vacancies@portsmouthcathedral.org.uk.

Applications must be received by 11.00pm on Sunday, 14th November 2021. Late applications will not be accepted.

Portsmouth Cathedral is an Equal Opportunities Employer.

Interviews

Interviews will be held during the week commencing 22nd November 2021. It is anticipated that interviews will be held in person at Portsmouth Cathedral, government Covid regulations permitting.