



Information Pack

Assistant Volunteer Coordinator

May 2022



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About the Cathedral

Wellsprings of Life

Set in the medieval heart of England's smallest city, Wells is the earliest English Cathedral built in the Gothic style. The Cathedral has an international reputation and is the recipient of several Tourism Excellence Awards. Known as England's most poetic Cathedral, Wells has deservedly gained an enviable reputation for its lovingly maintained Gothic architecture, its world class music, and its Ministry of Welcome to some 290,000 visitors each year as well as the 150,000 or so people, drawn from local, national and international audiences, who come to the Cathedral for services, concerts, lectures, and a wide range of other special events and activities.

Situated on the edge of the Mendip Hills in the County of Somerset, Wells is one of England's most beautiful and compact cities, built around the beautiful Cathedral of St Andrew. Its picturesque surroundings include a charming market square and high street, the Bishop's Palace, and the magnificent Vicars' Close, the UK's oldest medieval street still used for its original purpose.

Underpinning the life, worship, and ministry of the Cathedral is a diverse organisation where a lot is achieved with modest resources. It oversees and delivers a broad and diverse tapestry of activities which includes a world class choir, a works and estates department, a team of virgers, a library and archives, a programme of education, learning, and outreach, finance, HR, and administration functions, volunteer management, and trading companies. Funds to support the Cathedral as a place of worship



and mission (involving maintaining our buildings, supporting those in liturgical roles, clergy, musicians and lay staff, and enabling the Cathedral buildings to be open to all every day of the year) come from a variety of sources. These include congregational giving, legacies, income from visitors, sums generated by trading activities, income from investments and property, donations from fundraising appeals by individuals, trusts and foundations, as well as through the generous support of the Friends of Wells Cathedral, the Wells Cathedral Trust, the Wells Cathedral Preservation Trust, and the Wells Cathedral Chorister Trust.

How we are governed

The Chapter is the governing body of the Cathedral and, with The College of Canons and the Cathedral Council, form the "body corporate" of the Cathedral. The Chapter sets the strategic direction for the Cathedral, and orders its worship and mission. It also has responsibility for care and maintenance of the Cathedral and its estate. Chapter meets formally 11 times a year.

Job Description

Post

Assistant Volunteer Coordinator

Key Purpose Of Post

The safe recruitment and coordination of the Cathedral's Volunteer group (currently 350)

Location

Wells Cathedral, Cathedral Green, Wells, BA5 2UE

Reporting to

Volunteer Services and Office Compliance Manager

Hours of Work

25 hours per week, Monday to Friday

Main Duties and Responsibilities

- Be the first contact for volunteer recruitment ensuring compliance with safer recruitment principles and practice
- Compile and manage the volunteer rotas
- Update the role descriptions and volunteer handbook when needed
- Ensure volunteer records, paper and electronic, are kept up to date
- Listen to and act on grievances from or about volunteers and alert the Volunteer Manager to any matters that merit their further action and involvement
- Manage the volunteers within the Cathedral policies
- Oversee the induction and training of volunteers to the Cathedral's policy
- Organise meetings, agendas and attend annual volunteer gatherings
- Organise profile-raising events to increase the number of new volunteers
- Arrange free talks and outings for volunteers
- Answer the switchboard, operating the buzzer system for entry and provide hospitality for meetings as needed
- Provide cover for other staff members as needed
- Any other duties as may reasonably be required

Person Specification

Qualifications, Knowledge, and Experience

Essential

- Experience of managing or coordinating projects
- Experience of working across different sectors and developing links with other agencies
- Familiarity and adept usage of IT databases and Microsoft Office applications

Desirable

- Experience of working with volunteers and a demonstrable understanding of their needs
- Understanding and working knowledge of Safeguarding in a Church environment
- A working knowledge of the Church of England

Skills and Abilities

Essential

- Good time management and organisation skills
- Friendly, approachable and with excellent communication skills both written and oral
- Ability to develop positive working relationships with all levels within the organisation
- Ability to prioritise workload to meet deadlines and work under pressure

Work-related personal qualities

Essential

- Positive, optimistic, 'can do' attitude
- Flexible attitude to work (due to the nature of the work some extended working hours working may be required but this should be minimal and have advance notice)



Wells Cathedral



Assistant Volunteer Coordinator

Main Terms and Conditions

Hours of Work

25 hours per week. Ideal office hours are 9.30am – 3pm Monday to Friday or other variation, to be agreed

Remuneration

Living wage, currently £9.50 per hour ~£12,350 per annum

Parking

Parking space is available in the Cathedral car park

Pension

Option to join the defined contribution scheme.
Contributions as % of salary:

Age	Employee	Employer
<50	3%	5%
50-55	4%	8%
>55	5%	10%

Location

The Cathedral, Wells

Expenses

All reasonable working expenses will be met in line with Cathedral policy

Probation

This post will be subject to a probationary period of 6 months

Training Required

Church of England Basic Safeguarding Training
Safer Recruitment and People Management Training

How to Apply

Applications

Applications must be received by **11.00am on Friday 17 June 2022.**

A completed [Application Form](#) and [Equal Opportunities Monitoring Form](#) should be returned to the Human Resources Administrator by email: recruitment@wellscathedral.org.uk.

Shortlisting

Applications will be reviewed on a rolling basis, and suitable candidates may be invited to interview, and an appointment made before the closing date.

To ensure the fairness of the selection process, shortlisting will be based upon the information which you provide in your application and assumptions will not be made about your experience or skills. We will look for demonstrable evidence that you meet the criteria set out in the person specification. Information provided on the application form will be viewed by HR, the recruiting manager and interview panel.

All applicants will be notified of the outcome of the shortlisting process.

Selection process

Interviews will take place on **Wednesday 13 July 2022.**

Further details about final interviews will be communicated at the time, recognising the impact of Covid-19 restrictions which may be in place. The role will be subject to satisfactory references and a satisfactory DBS check.

Further information

We hope you find this pack provides all the information you need in order to consider your application for this post.

If you have any questions or would like an informal conversation with the Volunteer Coordinator about the post, please contact Ruth Clacee-Rowe by email: volunteers@wellscathedral.org.uk

Safeguarding

Wells Cathedral is committed to the safeguarding and protection of children, young people, and adults. We will carefully select, train, and support all those with any responsibility within the Church, in line with Safer Recruitment principles.

This means that we will:

- Ensure that our recruitment and selection processes are inclusive, fair, consistent, and transparent;
- Take all reasonable steps to prevent those who might harm children or adults from taking up, in our Churches, positions of respect, responsibility, or authority where they are trusted by others; and
- Adhere to safer recruitment legislation, guidance, and standards.

Further information can be found in our Safeguarding Policy available on the Cathedral website: **wellscathedral.org.uk**

All applicants are required to complete a Confidential Declaration Form as part of our recruitment process. This form is strictly confidential and, except under compulsion of law, will be seen only by those involved in the recruitment/appointment process and, when appropriate, the nominated safeguarding lead or someone acting in a similar role/position. All forms will be kept securely in compliance with the General Data Protection Regulation within the Data Protection Act 2018.

Images courtesy of Iain MacLeod-Jones, Jason Bryant & Jason Budd