



Cathedral Events Assistant, September 2022

Background

The Cathedral is a praying community, founded as a Collegiate Church in 1421 and established as a Cathedral in 1847. It is the seat of the Bishop of Manchester, with a rich historical heritage, and is governed by the Dean and Chapter. The Cathedral aspires to excellence in liturgy and music, and is a learning institution that offers hospitality and welcome to all, irrespective of age, gender, sexual orientation, race, disability, religious conviction or social status. In addition to the Dean there are residentiary canons, as well as an Honorary Chaplain and a Director of Music. A central administrative team gives effective support, working to the highest standards of professional values, cross-functional framing, excellent customer service, innovation and Cathedral-wide collaboration.

The Cathedral relies not only on generous donations to fund its operations, but also on commercial activities that generate income for the Cathedral. In part this income is obtained from visitors and the special facilities made available to them, and in part from a series of events throughout the year, including concerts, dinners, folk and drink festivals. These events are crucial to the life and work of the Cathedral, and are part of its mission of hospitality, while being shaped around its worshipping life. The programme also enhances the Cathedral's ability to bring about its longer-term sustainability.

Two part-time events assistant posts were funded by the Church Commissioners for three years from the Cathedrals' Sustainability Fund, and the Cathedral has drawn upon its own funds to make both posts full-time. One of the two is currently vacant.

A development project is also at an advanced stage of design that will improve the facilities within the Cathedral, create a series of new public spaces around the Cathedral in partnership with regeneration plans of Manchester City Council, and create a music endowment fund. The planned works will further facilitate the provision of the commercial services and assist the greater flexibility and effectiveness of the use of the Cathedral fabric.

Role purpose & background

Manchester Cathedral is an inclusive community of faith, called to build the Kingdom of God through faith and discipleship in Jesus Christ, and in service to the community. The two event assistants support the operation of the commercial activities generated by the Director of Fundraising and Development. One of these key roles is available for the immediate secure functioning of the Cathedral and its medium and long-term sustainability,

the post involves the exercise of a high standard of professional conduct that upholds the Cathedral's values, protects its reputation and provides an excellent service to all who come to the Cathedral, whether as worshippers, visitors, performers, or audience.

The current post is full-time and involves flexible working. The appointment is subject to satisfactory references and six months' probation, and on-site training and mentoring will be provided. The salary is £22,000 per annum. The postholder will enter the Cathedral's standard pension arrangements, including the employer contribution.

Responsibilities

Working to the Director of Fundraising and Development and in close collaboration with other staff of the Cathedral, including the Head Verger, the postholder carries out the following duties.

1. To support the delivery of the programme of commercial and other public-facing Cathedral activities, including by liaison with event organisers, assistance with the physical acts of setting up and dismantling of events as required, and the provision of Cathedral services and facilities appropriate to the occasion.
2. To liaise with and to act as a contact point for the organisers of events booked at the Cathedral throughout the time the postholder is present in the building, including the safety of their staff and equipment, and the professional management and care of audiences or members of the general public who are admitted to the event.
3. To act as keyholder in securing the Cathedral at the conclusion of events.
4. To undertake such other duties relevant to the post as the Director of Fundraising and Development shall require.
5. In addition, to give general assistance to the Dean and the Cathedral clergy and staff, including in the Cathedral precinct.

Essential qualities

The postholder must be able to offer the following.

1. A willingness and ability to work some anti-social hours according to an agreed schedule, including late evenings and weekends.
2. Absolute reliability in the execution of the role, including punctuality, courtesy, watchfulness, and ready availability to customers.
3. Excellent record keeping skills.
4. Good interpersonal skills, including the ability to manage the stressful or unexpected aspects of the Cathedral's life and work.
5. The ability to operate as a lone worker and as part of a team, including close liaison with other Cathedral staff.
6. Sympathy with the values and ethos of the Church of England.

Desirable qualities

1. Some insight into sound and lighting technology.
2. An acquaintance with the liturgical life of the Church of England.
3. Previous experience in customer-facing service roles that involve the exercise of judgement.

Applications

Applications should be sent to Anthony O'Connor, Director of Fundraising and Development, Manchester Cathedral, Victoria Street, Manchester M3 1SX or by email to beapartofit@manchestercathedral.org. The closing date is 5.00 p.m. on Monday 14 November 2022. Interviews will be held at the Cathedral on Tuesday 22 November 2022 and applicants should be available to take up the post as soon as possible thereafter.

The application should consist of a CV and an accompanying letter that sets out how the applicant might contribute to the role and how the applicant's previous work experience supports the application. The names of three referees, who are not family members, should be given. Pre-application enquiries are encouraged.