



Recruitment pack



Visitor Experience and Volunteer Co-ordinator

Closing date for applications:
Tuesday 10 March 2026 at midday

Interviews to be held on Wednesday 18 March 2026



About us



Birmingham Cathedral is the oldest building in the city centre still used for its original purpose. We are home to some remarkable treasures, as well as the largest green space in central Birmingham.

Our cathedral is free to visit, and attracts over 200,000 people a year. Our visitors come to us for many different reasons - including to attend services, pray, reflect, light candles, learn about our heritage, take part in key civic events, and to enjoy a range of concerts and events held in our building or Cathedral Square throughout the year.

We are a Christian Church of the Anglican Communion and seat of the Bishop of Birmingham. We offer corporate worship of The Church of England, enriched by the Anglican choral tradition. Christian worship is at the heart of the cathedral's life as we offer to God our praises and prayers.

Everyone is welcome to attend any of our public services, as we rejoice in the diversity of the communities we serve and promote inclusion as widely as possible.

Birmingham Cathedral Chapter places the safeguarding of all who worship at and visit us as their highest priority. This particularly includes children and at risk adults. As a Church of England Parish Church Cathedral we work closely with our Diocesan Safeguarding colleagues to ensure our practices and policies are providing a safe environment for all.

A close-up photograph of the back of a dark blue t-shirt. The words "BIRMINGHAM" and "CATHEDRAL" are printed in large, white, blocky capital letters, stacked one above the other.

BIRMINGHAM
CATHEDRAL

Job role

Visitor Experience and Volunteers Coordinator

Responsible to: Head of External Relations

Hours: 30 hours per week

Salary: £25,956.00 per annum

Contract: This is a 20-month fixed contract (with potential for renewal)

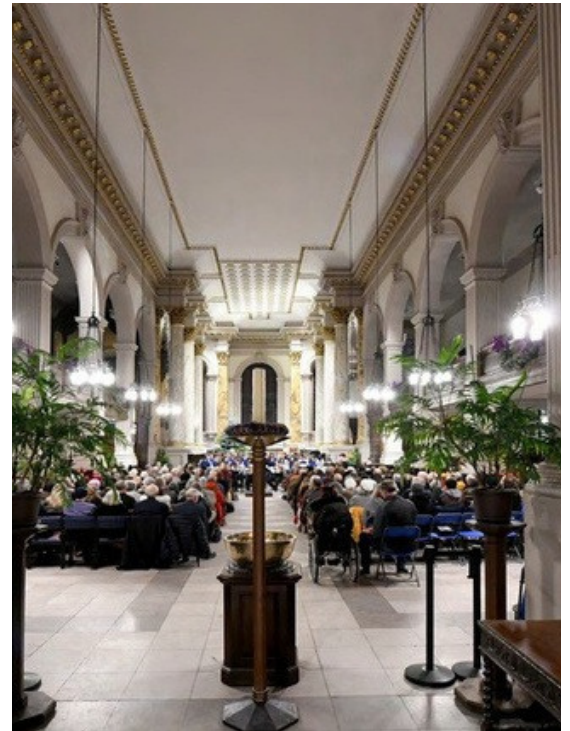
Place of work: Colmore Row, Birmingham, B3 2QB

Pension: 8% Employer's Contributory Pension subject to meeting auto enrolment criteria

Annual leave: 29 days (including pro-rata bank holidays entitlement) based on a 4-day working week.

This role is subject to a 3-month probationary period.

This post is subject to a Basic DBS check.



The Visitor Experience and Volunteer Co-Ordinator will facilitate, develop and champion the work of the volunteers within the Cathedral. The role will support with recruitment and development of volunteers and have responsibility for aligning the work of volunteers with delivering Chapter's overall strategy. The Visitor Experience and Volunteer Coordinator will have a particular focus on the development of front-facing volunteers to engage visitors and increase per head visitor donations.



Main Responsibilities



The Visitor Experience and Volunteer Co-ordinator will be responsible for:

- Leading the overall visitor experience at Birmingham Cathedral.
- Providing a high-quality experience for anyone coming to the cathedral.
- Recruiting and training additional members to our front-facing volunteer team.
- Working with HR & Safeguarding Manager, supervising front-facing volunteers through inductions and ongoing support to deliver the safer recruitment process and compliance with safeguarding policies.
- Working to cathedral need, producing rotas and co-ordinating updates with volunteer teams and relevant colleagues.
- Developing a culture of welcome, where a sensitive approach to increasing donations from visitors is achieved.
- Collaborating with the Verger team to ensure the safety, security and maximum accessibility of all visitors to the cathedral.
- Creating an environment where excellent welcome increases donations, giving, merchandise and event ticket sales and work with finance and fundraising colleagues as appropriate.
- Taking responsibility for creating excellent standards of presentation in all public facing areas of welcome & merchandising, maintaining high standards of care.
- Working with communications to ensure visitor experience reflects cathedral messaging – in digital, marketing materials and face-to-face.
- Supervising and developing work placement opportunities that link with the ethos of the cathedral e.g. probation service, work experience and other work placements.
- Monitoring statistics that relate to visitor numbers, income targets and visitor satisfaction, and report on these regularly.
- Developing excellent relationships 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

Essential:

- A strong people person with the confidence and experience to lead a team.
- Excellent written and verbal communication skills.
- Experience recruiting and training team members through interview and induction processes.
- The ability to establish and maintain good working relationships with a range of people, including cathedral colleagues and external organisations.
- The ability to respond pro-actively in challenging situations.
- An excellent eye for detail and desire to create excellent presentation.
- An understanding of implementing policies and procedures, following best practice for volunteering.
- Self-motivated whilst understanding the importance of working as part of a team.
- Willingness to work flexibly, including evenings, weekends and public holidays as required.
- Demonstrates sympathy for and support of the cathedral's mission and values, with a clear empathy for the ethos of the Church of England.



Person specification

Preferred:

- Comprehensive IT skills.
- Experience working with volunteers in a charity context.
- Experience in a charity / heritage / faith context.
- Experience with merchandising.

Training:

This role will require the post holder to complete the following during the onboarding process:

- Basic Awareness Safeguarding Training
- Foundation Level Safeguarding Training
- Raising Awareness of Domestic Abuse Training
- Safer Recruitment Training
- ACT Counter Terrorism Training
- GDPR Core Level Training
- Fire Marshal Training



The application process



To apply, please complete an application form online at birminghamcathedral.com/vacancies

Forms can also be downloaded from this section of our website and returned to recruitment@birminghamcathedral.com.

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

For further information or an informal discussion about this role, please email Emma Kupsa at recruitment@birminghamcathedral.com



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