

A photograph of St Edmundsbury Cathedral, a large Gothic-style building with a prominent central tower and multiple spires. The cathedral is surrounded by lush greenery, including tall evergreen trees and manicured hedges. In the foreground, there are vibrant flower beds with red and white flowers. The sky is a pale blue with light clouds. A dark blue diagonal banner is overlaid on the bottom left of the image, containing the text 'Application pack' and 'Volunteer Manager'.

Application pack

Volunteer Manager

St Edmundsbury
Cathedral





Welcome

"Thank you for thinking of applying for the role of Volunteer Manager at St Edmundsbury Cathedral. We hope, after reading this application pack, you will decide to send us your application. There follows below some more about us and about the role.

St Edmundsbury Cathedral is situated in the historic market town of Bury St Edmunds, and serves the diocese of St Edmundsbury and Ipswich. It is at the heart of community life, a natural gathering place for worship, reflection, refuge, celebration, mourning, pilgrimage, debate, questioning and storytelling.

Our story begins with the founding of the Abbey in 1020 by King Cnut. He named the Abbey after Saint Edmund, martyred in 869 by the Danes, and to this day Cathedral, Abbey and town carry that name. Over the succeeding centuries, several churches were built within the precincts of the Abbey. The nave of today's Cathedral is the successor of one of those churches, started in 1503. Our Grade 1 Cathedral was further altered from the 18th century onwards, the most recent additions being a new Gothic style tower, cloisters and chapels.

A sculpture by Elisabeth Frink entitled Crucifixion stands by the Treasury steps. The medieval Susanna Window contains Flemish glass and the west window depicts The Last Judgement - a magnificent example of late nineteenth-century craftsmanship. A painting of The Martyrdom of St Edmund by Brian Whelan sits in the Edmund Chapel. The Ancient Library, founded in 1595, has over 550 books mainly dating from the fifteenth and sixteenth centuries; providing a valuable resource for students and research.

The successful candidate will be joining the Cathedral community of this special place at a time of unique challenge and opportunity.

All the usual requirements that you would expect for such a post are set out in the job description which follows. If you think you might be the person we are looking for to join our team, we would be delighted to receive your application."

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Who are we?

St Edmundsbury Cathedral is open for visitors and worshippers seven days a week, all year, providing a sacred space for reflection, prayer and sanctuary. Music forms a large part of activities, with several choirs and numerous musical events throughout the year. Our formal learning programmes are centred round our Learning Hub, in the heart of the Cathedral, where school children enjoy activities linked to the national curriculum, participate in reflective stories designed to encourage youngsters to behave more thoughtfully towards one another, and work with a team of local artists who help them respond to the world through creative art. Community groups such as the Mothers Union and Young Families regularly meet in the Cathedral. We have vibrant membership groups in the Friends of the Cathedral and the Friends of the Cathedral Music. More than 250 Volunteers tend the garden, welcome visitors and assist in our learning and community programmes. We offer 960 regular services a year and around 100 special services.

St Edmundsbury Cathedral Enterprises Limited oversees the Cathedral Gift Shop, our Tourist Information Point, Pilgrim's Kitchen (café/restaurant) and our external events facilities.

Abbey of St Edmund Reborn' Project

The lead partners, St Edmundsbury Cathedral, West Suffolk Council and English Heritage, have come together to form the Abbey of St Edmund Heritage Partnership, which includes 29 additional stakeholder organisations. Together, the partnership has secured a Delivery Phase grant from The National Lottery Heritage Fund towards a £9,833 million capital and heritage engagement project to be delivered over a three-year period. The project will deliver an ambitious programme of heritage engagement activities through the Activity Plan. Volunteers will play a central role in delivering these activities, and the Volunteer Manager will lead the development of a sustainable volunteering programme that supports both the project and the Cathedral's long-term vision.

Inclusive Church

We are an Inclusive Church and warmly welcome applications irrespective of gender or sexual orientation. We also encourage applications from Black, Asian, Minority Ethnic, and Global Majority Heritage candidates, who are currently under-represented on the Cathedral team.

Safeguarding

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Cathedral. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct and undertaking any safeguarding duties commensurate with their specific role. The appointed candidate will need to have an enhanced DBS check (including barred list check) before commencing work. Safeguarding training will be provided.



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Values

Our values inform how we do things at the Cathedral.

We hold our Benedictine principles close—principles such as love, care, hospitality, and community—and are presenting these values in a way that relates to and can easily be understood in the 21st century. They are about how we work with each other, how we talk about the Cathedral, how we reach out to the whole of Suffolk and beyond, and how we transform ourselves as we grow together.



They are Faith, Welcome, Compassion and Confidence.

- Faith in God, Father, Son and Holy Spirit and God's unconditional love for all people. This is our Christian conviction, and it is what defines and shapes us;
- Welcome to friends and to strangers; to people of all faiths or none; to those with whom we agree and disagree - building a culture of openness and collaboration and generosity across the county;
- Compassion working alongside people in need, expressing love, tolerance and respect through our actions;
- Confidence to challenge wrongs; to be honest about who we are and what we stand for; to be daring in what we do, how we do it and who we do it with.



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Role Description

Working closely with colleagues and project partners, the Volunteer Manager will lead the recruitment, training, development and management of volunteers across the Cathedral and Abbey site as part of the Abbey of St Edmund Reborn project, funded by The National Lottery Heritage Fund.

The postholder will develop and implement a comprehensive volunteering strategy, ensuring volunteers are recruited safely, supported effectively and equipped with the skills to deliver a wide range of roles. The role will promote an inclusive volunteering culture, strengthen partnerships and ensure volunteers make a meaningful contribution to the Cathedral, the Abbey site and the wider heritage project.

About Our Volunteers

Volunteers are at the heart of Cathedral life and make an invaluable contribution to worship, welcome, learning, heritage, visitor engagement and events. Current volunteer opportunities are wide and varied, including Bell Ringers, Guides, Flower Arrangers, Shop Volunteers, Learning Volunteers, Sunday Morning Coffee Volunteers, St Ed's Singers, Gardeners, Young Families Volunteers, Servers, Events Volunteers, Vergers and Welcome and Information Volunteers. The Volunteer Manager will support these established teams while developing new opportunities as the Abbey of St Edmund Reborn project progresses.



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Key Responsibilities

Volunteer Strategy and Leadership

- Develop, implement and review the Cathedral's Volunteering Strategy.
- Lead the development of a sustainable volunteer programme.
- Ensure volunteering reflects sector best practice and supports the Cathedral's strategic objectives.
- Build strong working relationships with volunteer team leaders and provide ongoing support and guidance.
- Act as the primary point of contact for volunteers.

Recruitment, Induction and Volunteer Management

- Lead the recruitment, induction and ongoing management of volunteers across a wide range of roles.
- Ensure all volunteer recruitment complies with Church of England Safer Recruitment principles, including references and DBS checks where required.
- Develop and maintain volunteer role descriptions in partnership with volunteer team leaders.
- Maintain an accurate volunteer database, matching volunteers' skills and interests with organisational needs.
- Produce, maintain and regularly review the Volunteer Handbook.
- Receive volunteer feedback, concerns and ideas, escalating issues where appropriate.

Training and Development

- Design, coordinate and deliver volunteer induction, training and ongoing development programmes.
- Identify opportunities for volunteers to develop new skills.
- Ensure safeguarding and mandatory training remains current and accurately recorded.
- Regularly review volunteer practices to maintain high standards of service and visitor experience.

Inclusion, Engagement and Communications

- Promote equality, diversity, inclusion and accessibility throughout the volunteer programme.
- Develop recruitment approaches that encourage applications from underrepresented communities and remove barriers to participation.
- Implement an effective volunteer communications plan to keep volunteers informed, engaged and recognised.
- Work closely with the Marketing and Communications Manager to promote volunteering opportunities and celebrate volunteer achievements.

Key Responsibilities Continued

Partnership Working

- Work collaboratively with partners including English Heritage, Historic England, West Suffolk Council and local organisations to ensure a consistent and positive volunteer experience across the Cathedral, Abbey and wider heritage site.
- Develop and maintain productive relationships with community organisations across the region.

Monitoring, Evaluation and Budget Management

- Collect, monitor and analyse volunteer data, including volunteer numbers, hours and feedback.
- Support project evaluation and reporting requirements for the Abbey of St Edmund Reborn project.
- Produce regular reports identifying trends, achievements and future opportunities.
- Prepare and manage the volunteer budget, monitoring expenditure and reporting against forecasts.

Visitor Experience

- Ensure volunteers contribute to an outstanding visitor experience for all users of the Cathedral, including worshippers, pilgrims, tourists and event attendees.
- Support volunteers in presenting a welcoming, professional and inclusive image of the Cathedral in all interactions with visitors and stakeholders.

General Responsibilities

- Demonstrate commitment to the Cathedral's values, mission and inclusive culture.
- Work collaboratively with clergy, staff, volunteers and the wider congregation.
- Comply with all organisational policies relating to safeguarding, health and safety, equality, data protection and other statutory requirements.
- Work flexibly, including occasional evenings, weekends and Bank Holidays. Time off in lieu will normally be provided, with overtime payable for agreed external events where applicable.
- Undertake any other duties reasonably required by the Chief Operating Officer.



Person Specification

Essential Qualities

- Managing volunteers across a range of roles using recognised best practice.
- Developing and implementing volunteer strategies, policies and procedures.
- Recruiting, inducting, training and supporting volunteers.
- Working successfully with paid staff and volunteers.
- Monitoring, evaluating and reporting on projects or programmes.
- Developing partnerships with community organisations, charities or public bodies.
- Leading teams within a visitor-focused environment.
- Line management, partnership working and stakeholder engagement.
- Working with diverse communities and promoting inclusive participation.

Knowledge and skills

- Excellent communication and interpersonal skills.
- Strong organisational skills with the ability to prioritise competing demands.
- Ability to influence, motivate and build positive relationships with a wide range of stakeholders.
- Ability to work effectively within a heritage, commercial and place of worship environment.
- Strong IT skills, including Microsoft Word, Excel, Outlook and PowerPoint.

Personal Attributes

- Understanding of the Cathedral's role as a place of worship, welcome, heritage and community engagement.
- Flexible approach to working hours, including occasional evenings and weekends.
- Collaborative, approachable and committed to excellent visitor and volunteer experiences.
- High Emotional Intelligence

Desirable Qualities

- Experience within a cathedral, church or heritage organisation.
- Background in heritage, tourism, hospitality or the cultural sector.
- Degree or equivalent professional qualification.
- Awareness of the ministry, mission and civic role of the Church of England and its cathedrals.



Terms and Conditions

Job Title: Volunteer Manager

Line Manager: Chief Operating Officer

Contract: Permanent

Salary: £35,000 per annum

Hours per week: 35 hours

Annual Leave: 25 days plus 8 bank holidays

Probationary and notice period

In accordance with current Chapter Policy, the post is subject to a 12 week probationary period. After completion of the probationary period the notice period is one month.

Pension

After 12 weeks' service, the post-holder will be auto-enrolled into a pension scheme with the Church Workers Pension Fund.

Other terms and conditions

This is only a summary of the terms and conditions offered and does not replace the wording of the Standard Terms and Conditions which will form the contract between the successful candidate and the Chapter.

To Apply

An application form can be found on our website: stedscathedral.org/vacancies and once complete should be sent to: hr@stedscathedral.org

Closing Date: 9.00 am Monday 17 August 2026

Interviews: Tuesday 25 August 2026



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