



# Recruitment pack



## Chief Operating Officer

Closing date for applications:  
**Tuesday 6 May 2025 at midday**

Interviews to be held on:  
Thursday 22 and Friday 23 May 2025





Thank you for your interest in the role of Chief Operating Officer at Birmingham Cathedral.

Birmingham Cathedral has been described as 'the place where the world meets.' Set in the largest green space in the heart of Europe's youngest city, with world-class art and rich heritage, a footfall of more than 20,000 daily through Cathedral Square, it's hard to overestimate the Cathedral's potential as a space for gathering and connection. Birmingham is a super diverse city, and we thrive on partnership working to model excellent community relationships.

We are a small cathedral in a big city. The Cathedral is a beautiful building with a wonderful community of worshippers, volunteers and staff. We are inspired by a strong sense of social justice, a passion for supporting those who are marginalised within the city and a commitment to celebrating all that is wonderful in our diverse city and diocese. We strive for our Cathedral to be fully representative of the richly diverse communities we serve, and have an unwavering desire to share God's love, and the good news of Jesus Christ in a spirit of service.

The Divine Beauty project which achieved the restoration and refurbishment of the Cathedral's internationally significant stained-glass windows has also enabled the Cathedral to strengthen relationships within the diocese, raise its profile among the businesses, institutions, charities and other faith communities of the city and grow in ambition and confidence in the gospel.

Birmingham Cathedral demonstrates daily its attraction as a house of prayer to the people of the city and its international visitors. Alongside daily worship the Cathedral hosts diocesan, regional and national events and is responsive to immediate community needs for celebration and lament. With growing confidence and newly refurbished windows, the Cathedral has a clear vision and strategy. The Cathedral's strategic plan focusses on three priorities: Pray, Serve and Grow and gives Birmingham Cathedral a clear sense of purpose and direction.

As the senior lay member of staff in the Cathedral the COO will be pivotal to the delivery of the Cathedral's vision and strategy and working with me as the Dean in the oversight and management of all business and operational aspects of the Cathedral's life. Chapter (the Cathedral's equivalent of the board of trustees) is in the process of renewing its Strategic Plan for 2026-2030. The role of the COO will be to develop the business and operational plans to ensure delivery of the Cathedral's strategic outcomes. Key issues include:

- Working towards financial sustainability with the Senior Management Team and the Cathedral Finance & Risk Committee.
- Reviewing the Cathedral operating model with other members of the Senior Management Team to ensure that it is both appropriate and sustainable.
- Overseeing our next fabric project to refurbish and clean the organ.
- Working towards environmental sustainability and the journey to net zero carbon by 2030 and achieving A Rocha Gold award.
- Developing new partnerships within the business community to resource and support our ministry to vulnerable and marginalised people.
- Overseeing a successful Safeguarding Audit in 2028.

I hope this overview of the role and the supporting documents will inspire you to explore further. Please don't hesitate to be in touch for a conversation or more information. Please be assured of my prayers as you consider whether this key role could be the next step in your career.

**The Very Revd Matt Thompson**  
**Dean of Birmingham**

# 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 150,000 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.



# Job role

Chief Operating Officer



## Terms and Conditions

**Reporting to:** The Dean

**Working hours:** 30 hours per week (0.8 FTE)

**Salary:** £70,040 full-time equivalent (£56,790 actual)

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

**Pension:** Subject to meeting the relevant criteria you will be enrolled in the Cathedral's Pension Scheme with 8% employer contributions.

**Contract:** Permanent

**Holidays:** 29 days (including pro-rata statutory and public holidays entitlement) based on a 4-day working week or 36 days (including statutory and public holidays) based on a 5-day working week.

This role is subject to a 6-month probation period.

This post is subject to an Enhanced DBS check.

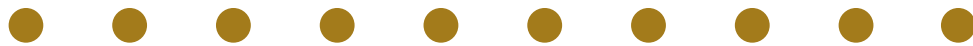
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The Chief Operating Officer (COO) is the senior lay officer in the Cathedral and has the responsibility for managing the business functions of the Cathedral and monitoring operational performance.

Appointed by Chapter and accountable to them through the Dean, the COO is responsible for working with the Senior Management Team to develop and implement strategy and policy, for ensuring good governance, for the effective and professional administration of the Cathedral in compliance with all policies and procedures and relevant statutory legislation.



# Main responsibilities



## Governance and Strategy

- To work closely with Chapter and the Senior Management Team on the continuing development of the Cathedral Strategic Plan, offering the key link between strategic outcomes and operational delivery.
- To work with other members of the Senior Management Team to ensure the successful implementation of agreed strategy and in particular the development and delivery of a Cathedral Business Plan and annual activity plans.
- To develop effective management information tools for informed decision making and monitoring (to include Key Performance Indicators).
- To work with other members of the Senior Management Team to review the Cathedral operating model to ensure that it is both appropriate and sustainable.
- To develop, maintain and review, Chapter's policies and governance documents and ensure that they become embedded in the life of the Cathedral.
- To support the development of strategic partnerships in furthering the delivery of Chapter's strategic priorities.
- To be the Chapter Clerk, and to oversee the secretarial support for Chapter committees, to support and contribute to the Cathedral Community Committee, the Cathedral Finance and Risk Committee and the Cathedral Safeguarding Committee, the Nominations Committee, the Fabric Advisory Committee, and other committees, advisory bodies and groups as appropriate.
- To ensure, with colleagues, that the Cathedral's mission and values are being delivered.

## Executive

- To manage the business operations of the Cathedral according to the values, standards and budget agreed by Chapter.
- To establish and lead delivery programmes and teams for key individual projects ensuring co-ordination, good management and financial controls.
- To manage, motivate and empower all lay staff through effective structures, training and relationships: this includes ensuring the annual appraisals of paid staff and putting salary proposals to Chapter.
- To have responsibility for HR across the lay staff management and business planning, ensuring that heads of department undertake roles within this appropriately and in line with the Cathedral Strategic Plan.
- To oversee the effective working of the Service Level Agreement with the DBF.
- To oversee the care of the cathedral building and its wider estate working closely with the Head of Operations, the Fabric Advisory Committee, the Cathedral Architect, the Archaeologist and other professional advisers as required.
- To oversee the Cathedral's public relations, ensuring appropriate management of the Cathedral's reputation and media activities.
- To represent the Cathedral as part of the Cathedral Administration and Finance Association (CAFA), the Association of English Cathedrals (AEC) and other bodies as appropriate.
- To set, maintain and model high professional standards at all times.
- To undertake other tasks which may be reasonably requested by the Chapter from time to time.

## **Finance**

- To work with Chief Finance Officer to ensure that the strategic plan is underpinned by a multi-year financial plan.
- To work with the Chief Finance Officer to ensure financial governance complies with the best practice, alongside the regulations set down by the Charity Commission and the Association of English Cathedrals.
- To ensure an annual Chapter budget is drawn up and to oversee the production of the annual report and accounts.
- To ensure regular management accounts and regular and relevant reports are produced for Chapter and the Cathedral Finance Committee.
- To work with the Chief Finance Officer to maintain and develop financial sustainability, achieve growth in income generation, optimise the efficient use of resources and identify exposure to risk.

## **Administration and Compliance**

- To ensure that the Cathedral is at all times compliant with any and all legal requirements and regulations, and to interpret and communicate changes in the compliance framework to Chapter, staff and the wider cathedral community.
- To ensure the effective running and planning of Chapter and other parts of the governance, statutory bodies and administrative function including reporting to the Charity Commission and other regulatory bodies.
- To ensure compliance with health and safety legislation and policy, data protection and good practice in sustainability and other general policies.
- To work with the Cathedral Safeguarding Committee to ensure compliance with safeguarding (working with and through the diocesan safeguarding team and the Chapter Safeguarding Lead), to monitor the Chapter's safeguarding policy, and to ensure that recommendations are brought to the attention of Chapter.
- To develop open and transparent ways of working throughout the administration, with good communication and engagement at all levels.
- To oversee all matters to do with residential property (held for the accommodation of our clergy) ensuring that Chapter complies with all legislation relating to landlord and tenant relations.
- To support the Church of England's net zero carbon targets and ensure that the Cathedral has a plan for lowering carbon emissions, adhering to relevant statutory legislation.

## **Staff and Volunteer Development**

- To oversee the ongoing development and implementation of the Cathedral People Strategy.
- To motivate lay staff and volunteers to realise their potential and embody the values of the Cathedral through their attitude and behaviour.
- To nurture a healthy and collegial culture within the Cathedral, enabling good collaborative working among staff and volunteers.
- To champion diversity among the Cathedral Community, providing opportunity and support for the staff and volunteers.
- To oversee an annual programme of staff training.
- To keep under review all lay role descriptions, contracts and terms of employment.
- To oversee effective recruitment processes for all new staff, including contracted staff.
- To ensure engagement with the Cathedral Community including congregation, volunteers and other stakeholders.

## Safeguarding

- To embed a strong safeguarding culture ensuring policies and procedures are implemented rigorously.
- To coordinate effective safeguarding within the Cathedral, including preparation for audits and reviews and ensuring implementation of recommendations.
- To work with the Cathedral Safeguarding Lead and the Diocesan Safeguarding Officer as Deputy Cathedral Officer to ensure safer recruitment and mandatory training is implemented.
- To chair the Cathedral Safeguarding Task Group and attend the diocesan Operational Safeguarding Group.

## Key Bodies

- The Chapter
- The Senior Management Team
- Cathedral Community Committee
- Cathedral Finance and Risk Committee
- Cathedral Nominations Committee
- Cathedral Safeguarding Committee
- Fabric Advisory Committee
- Association of English Cathedrals (AEC)
- Cathedral Administration and Finance Association (CAFA)
- Attendance at the meetings of these bodies is expected.

## Training Requirements

The role will require the post-holder to complete the following:

- Basic Awareness Safeguarding Training
- Foundation Level Safeguarding Training
- Leadership Level Safeguarding Training
- Senior Leadership Safeguarding Training
- ACT Counter Terrorism Training
- GDPR Training
- Fire Marshal Training



# Person Specification



All requirements are essential unless otherwise stated as desirable [D].

The COO will:

## Qualifications

- be educated to degree level or be able to demonstrate equivalent experience.
- be able to provide evidence of continuing professional and personal development.
- have a management of financial qualification [D].

## Experience

- have demonstrable experience managing operational performance and risk within financial constraints in a complex multi-faceted environment.
- have experience of delivery of organisational change.
- have experience of effective budget management.
- have experience of developing fundraising strategy.
- have experience of dealing with safer recruitment, working with volunteers, and overseeing HR issues for both groups.
- have previous Board working experience.
- have previous experience of COO or Company Secretary roles or equivalent [D].
- have experience of working within a church or cathedral environment [D].
- have understanding of and experience in safeguarding best practice [D].

## Knowledge, Skills and Abilities

- demonstrate excellent management skills.
- demonstrate suitable financial skills and understanding of charity accounting.
- demonstrate excellent people management skills and a thorough understanding of good teamwork.
- demonstrate the ability to prepare and implement robust policies and procedures.
- demonstrate excellent presentation and communication skills.
- be a very capable and efficient organiser.
- demonstrate an ability to contribute creatively to strategic planning.
- be equally comfortable with detail and with bigger picture thinking.
- be familiar with the use of a range of information technology applications.
- have a good understanding of the Charity and heritage sectors [D].
- have knowledge of the legal and regulatory framework for the management of charitable organisations [D].

## Personal Qualities

- be committed to the Cathedral's mission and values.
- be committed to helping create a safer workplace and culture, including undertaking all necessary safeguarding training, following all safeguarding policies / procedures, and
- model good safeguarding practice in their own conduct.
- be able to command the respect and confidence of Chapter colleagues.
- be able to command the confidence, respect and loyalty of heads of department.
- be a team player alongside both clergy and heads of department.

## Other Relevant Criteria

- have empathy for the beliefs and ethos of the Christian faith.
- have enhanced DBS clearance and be committed to delivering safeguarding to the highest level.



# Application Process



Forms can also be downloaded from the [Join our Team](#) section of our website and returned to [recruitment@birminghamcathedral.com](mailto:recruitment@birminghamcathedral.com).

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For further information or an informal discussion about this role, please email Emma Kupsa at [recruitment@birminghamcathedral.com](mailto:recruitment@birminghamcathedral.com)



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