SOUTHWARK
♦ CATHEDRAL ♦

**Welcome Host** | Applicant Pack

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| **Job Title:** | Welcome Host |
| **Reports to:** | Welcome Team Leader |
| **Key Relationships:** | Head of Engagement, Engagement Team, Welcome Team Supervisor, Welcome Hosts, Verging Team, Retail staff |
| **Start Date:** | As soon as possible |
| **Salary:** | £15,007 (£26,936 Full time equivalent) rising to £15,666 (£28,119 Full time equivalent) in 2027 |
| **Hours of Work:** | 19.5 hours per week – over 3 days (Wednesdays, Fridays, Saturdays) |
| **How to apply:** | Please complete the application form on the Church of England Pathways website at Church Of England Vacancies - Welcome Host (Part time) by 11.59pm on Thursday, November 19th. |
| **Interviews:** | In person interviews are scheduled at the Cathedral for Wednesday, December 2nd, 2026. |

**Introduction to the Cathedral**

Southwark Cathedral has been a place of Christian worship for over 1400 years. Now it stands on the vibrant and exciting regenerated south bank of the Thames surrounded by cultural venues such as Tate Modern, Shakespeare's Globe and Borough Market, the offices of major companies as well as schools and diverse residential communities. It is an inclusive Christian community that offers a welcome to all.

The Cathedral's mission, ministry and musical tradition are core to its life as a Cathedral and a parish church serving the community. It also relies on the valuable financial contribution made by its income generating activities such as its shop, café, conference rooms, corporate events and concerts. It is a very busy place, attracting 290,000 visitors a year to the Cathedral, its churchyard and medieval herb garden. The Cathedral relies on a small but dedicated team to be inclusive and welcoming to all.

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**Our Vision & Values**

Southwark Cathedral's original foundation was a Priory with a community that lived by the rule of St Augustine, written around 400 AD. Augustine begins his rule with the words, 'Before all else, love God and then your neighbour, because these are the chief commandments given to us'. Our renewed vision of 'making space for love: with Heart, Mind and Soul, finds its inspiration in our spiritual heritage.

Our mission and objectives combine in what we are calling the pathways for realising our vision. The pathways through which we will make space for love of God and neighbour are:

Objective 1: **Rooted in Christian faith** - to be a place of hospitality, exploration, imagination and kindness. We will be a Cathedral that rejoices in making space for all people to flourish and grow in heart, mind and soul.

Objective 2: **Heart** - to keep the heart healthy in London by a commitment to social justice, upholding the human dignity of all people and of every age.

Objective 3: **Mind** - to help people both live faithfully and think critically, being a place of learning and discovery.

Objective 4: **Soul** - to be a school for the soul, a place for enrichment of the inner life through prayer, our Cathedral building, the arts, and community.

**Our Values**

**Integrity, Kindness, Justice, Courage**

**Role Overview**

Part of a team of Welcome Hosts to providing a warm welcome and overall excellent visitor experience at Southwark Cathedral. Delivering a friendly and engaging visit and ensuring a high standard of customer service, you will be at the frontline of delivering the Cathedral's Vision and growing visitor numbers, donations and engagement.

This is an exciting place to work, in the heart of London next to Borough Market. We're a fun and friendly team, creating a space in the centre of London for worship, events, talks, film shoots and community life, like no other. No one day is the same, and with a supportive team around you, there is a packed agenda to help more people discover and engage with who we are and what we do at Southwark Cathedral.

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**Main Duties and Responsibilities**

- Provide a warm welcome to the Cathedral, taking an active role in providing visitors with information about the Cathedral and its history, upcoming events, donation points, services and more;
- Proactively engage with the visitors and congregation across the site, encouraging visitor retention and satisfaction;
- Communicate with pre-booked and un-booked tour groups requiring access to the Cathedral;
- Refer any visitor in need of pastoral care to the Day Chaplain or clergy;
- Encourage visitors to donate to the Cathedral and facilitate use of the various platforms available in the Cathedral and online. Encourage those making a donation to Gift Aid it should they be eligible to do so;
- Direct visitors to the Cathedral Shop and Café encouraging secondary spend;
- Promote the sale of information products such as the Visitor Map and Guidebook;
- Maintain the Welcome Desk and other public areas with supplies of Visitor Maps, Cathedral Guidebooks, What's On leaflets and other promotional/informational materials
- Compile a record of visitor numbers by counting and recording daily totals
- Attend all-staff meetings, other internal meetings and complete trainings as required
- Comply with all Health, Safety, Security and Safeguarding policies and procedures, promoting a culture of safety and wellbeing.

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**Person Specification**

(E) = Essential (D) = Desirable

**Skills/Aptitudes**

- Good initiative and problem-solving skills (E)
- Able to work using own initiative and be accountable (E)
- Excellent interpersonal skills with people at all levels – internally and externally, and able to work collaboratively in an approachable and constructive manner (E)
- Excellent customer service skills (E)
- Excellent organisational and time management skills, as well as meticulous attention to detail (E)
- Proficient in the use of the Microsoft Office suite, including Microsoft Word, Excel and Outlook or Google Workspace (E)
- Strong written and oral communication skills (E)
- Confidence in using a contactless card reader and have good cash handling skills (D)

**Knowledge/Experience**

- Experience within a heritage, public engagement or visitor attraction (E)
- Experience of dealing with customer complaints (E)
- Understanding of data protection and data management requirements surrounding sensitive data (E)
- Commitment to continuous organisational improvement & the ability to act as an agent of change (E)
- Experience of working in an organisation with both paid staff and volunteers (D)
- Some knowledge of Church life and the culture and structure of the Church of England as an organisation (D)

**Personal Attributes & Values**

- Proactive in providing a warm, friendly welcome to all visitors and maintaining a calm and professional disposition, even in stressful situations (E)
- Understanding of and enthusiasm for the Cathedral's overall vision and values (E)
- Sympathy with the Christian faith (E)
- Inspires the trust, confidence, commitment of others and welcomes feedback (E)
- Understands, supports and promotes inclusion and diversity in the workplace and every member of the community that the Cathedral serves (E)
- Pragmatic and solution-oriented (E)
- Committed to high standards and continual improvement (E)
- Willingness to engage with & implement the use of new software, applications and systems (E)

Southwark Cathedral is committed to being an Equal Opportunities Employer. We believe in promoting and building a diverse and inclusive team, and workplace, culture and governance structures that are welcoming to and respectful of all. We welcome applications from all suitably qualified people whatever their ethnicity, background, age, disability, long term condition, sexual orientation, gender identity, or any other characteristic protected by law.

Southwark Cathedral is committed to a culture of safeguarding, especially for children, young people, and vulnerable adults. The Cathedral has adopted the Church of England policy statement 'Promoting a Safer Church (2017)'; Safeguarding Learning and Development (2024) and the Safer Recruitment and People Management Guidance (2021). Every member of our team is recruited according to these policies and is required to complete safeguarding training.

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**Terms and Conditions**

Working Hours

The working hours shall be 19.5 hours a week (exclusive of meal breaks), normally consisting of 3, 6.5 hour shifts (Wednesdays, Fridays and Saturdays). Some out of hours working will be required to support meetings and events and this will be notified in advance. Time off in lieu will be awarded in line with Southwark Cathedral's policy.

Annual Leave

34 days annual leave (pro-rata) including both statutory bank holidays and a discretionary day at Christmas. In addition staff receive an extra discretionary day for one's birthday. After 10 years' service, an additional 5 days paid leave (pro-rata).

Probation

The appointment is subject to the satisfactory completion of a four-month probationary period.

Season ticket loan

Once the probationary period has been completed satisfactorily, the person appointed will be eligible to take out a season ticket loan.

Pension

The person appointed will be eligible to join a defined contributions pension scheme managed by the Church Workers Pension Fund. The Cathedral will contribute half of the annual premium of 10% of salary.

Working Expenses

Reasonable out of pocket expenses will be reimbursed.

**Privacy Notice**

For more information on how Southwark Cathedral processes applicant data, please refer to our HR Privacy Notice on the Vacancies page on the Cathedral website: https://cathedral.southwark.anglican.org/about-us/job-vacancies/