

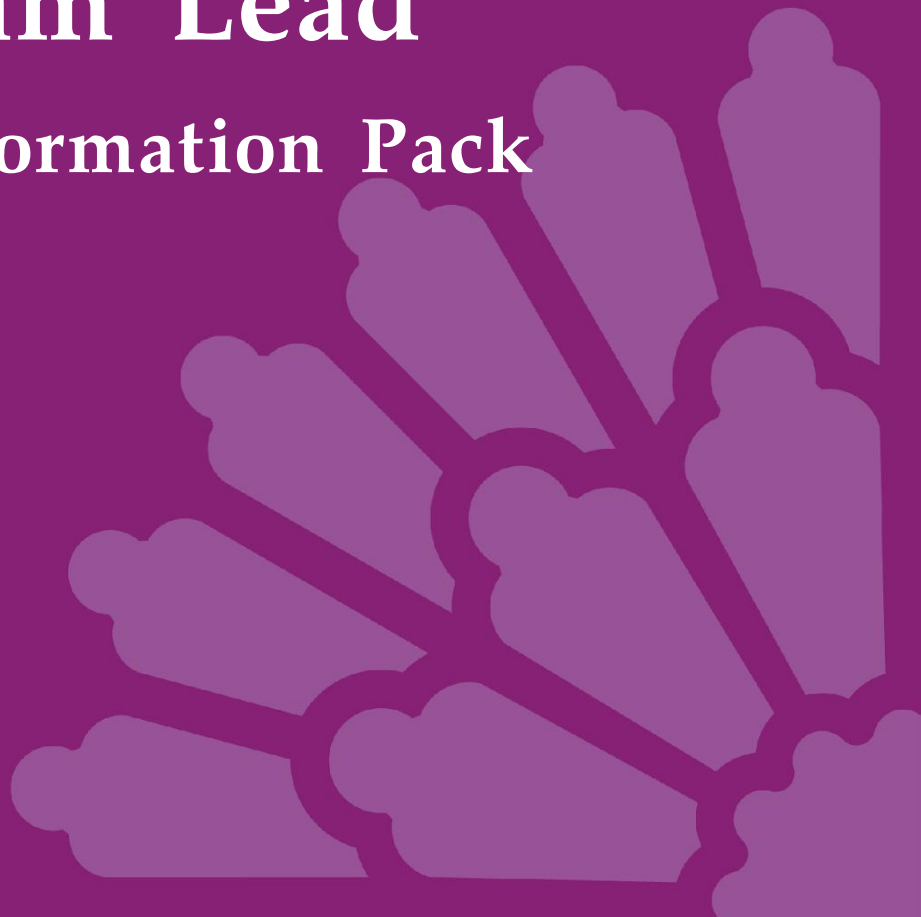


DURHAM  
CATHEDRAL

July 2025

# Event Team Lead

## Candidate Information Pack



## Introduction and Welcome

Welcome, and thank you for your interest in applying for the role of Event Team Lead at Durham Cathedral.

Durham Cathedral is blessed to be a well-known and well-loved centre of Christian worship in the North-East of England and holds a foremost role in regional society and identity. Durham Cathedral holds over 1,300 services a year and welcomes around 400,000 visitors to enjoy all that this place offers. Durham Cathedral is an active and an energetic place, and our people expect to achieve high professional standards in all areas of the Cathedral's life. This is an exciting opportunity to play a key part in the life of this vibrant and historic centre of Christian worship and mission at a significant point in our development.

As you will read in the pack below, Durham Cathedral is at an important stage in developing future plans across all areas of the Cathedral's activity. In recent months we have refreshed our mission statement to the following: "Inspired by our saints, Cuthbert and Bede, the mission of Durham Cathedral is to offer everyone the opportunity to encounter God and know God's love in Jesus Christ". From this mission we have developed a clear and ambitious vision for the period to 2033 and are developing a strategy to deliver this. Importantly, our vision is underpinned and enabled by a refreshed and clear understanding of our financial strategy.

At this exciting time, we are seeking to appoint an Event Team Lead to play a key part in supporting the preparation and delivery of events. We hope you feel as excited by our hopes and plans as we do.

Yours in Christ,



**Guy Sampson**  
Chief Operating Officer

## About Durham Cathedral

Durham Cathedral is today an active place of worship and mission, the home of our much-loved saints, Cuthbert and Bede, and the seat of the Bishop of Durham. As well as serving the people of The Diocese of Durham and the North East, it is a world-leading tourism destination.

As a building the Cathedral is acknowledged globally for its outstanding architecture and its beautiful and dramatic setting, often cited as the finest Romanesque church in Europe. It is part of the Durham World Heritage Site, and the renowned author and former Chancellor of Durham University Bill Bryson called it *'the best Cathedral on planet earth'*.

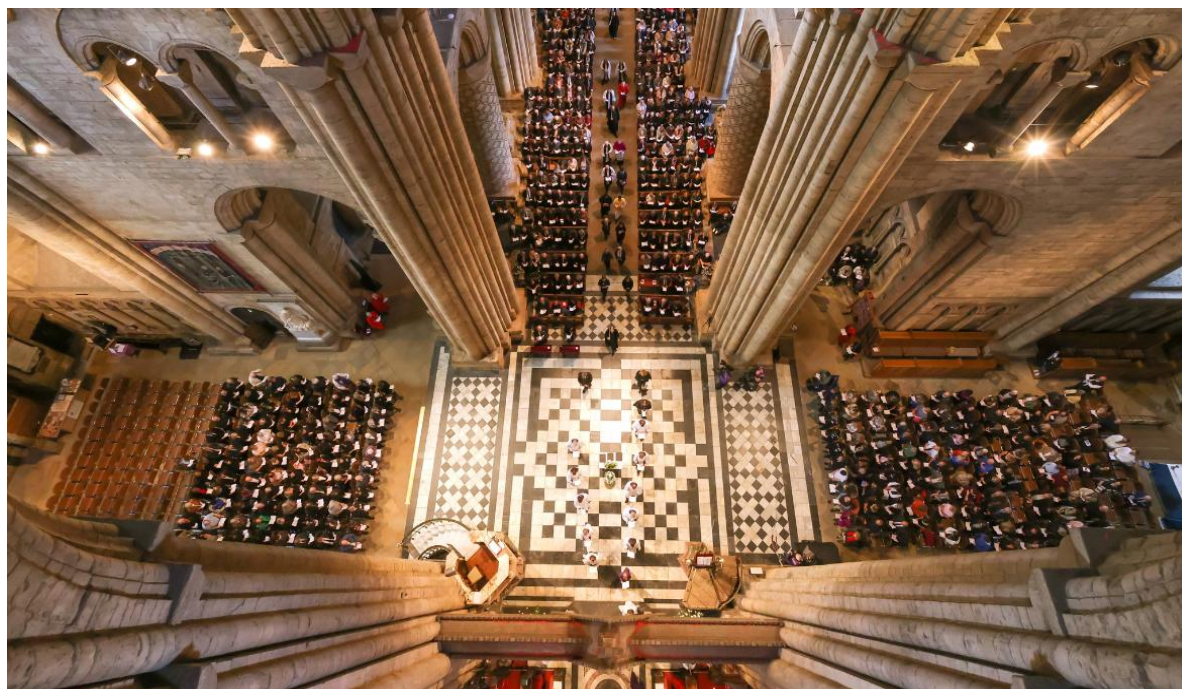
We are stewards not only of our outstanding church buildings, but of world-class historic collections of manuscripts, and works of art. We are active partners with Durham University, and with Durham Cathedral Schools Foundation, where our choristers are educated. We have approximately 115 members of staff, a choir of up to 60 members (including 6 Lay Clerks, 6 Choral Scholars and up to 48 child choristers), and a team of over 470 volunteers.

Above all, Durham Cathedral exists as a place for the glory of God, for whose praise it was constructed over 900 years ago.

Governance is held within the Cathedral's trustee body the Chapter, a body of eleven people (a majority of which are non-exec roles), which is chaired by the Dean.

Overall executive leadership is shared between the Dean (functioning as CEO) and the COO. The Executive Leadership Team comprises the residentiary canons, who are executive members of Chapter, and all heads of department, and meets monthly.

The organisational charts annexed provide further context about these structures.



# Durham Cathedral: Our Mission, Purpose and our Values

## Our Mission:

*Inspired by our saints, Cuthbert and Bede, the mission of Durham Cathedral is to offer everyone the opportunity to encounter God and know God's love in Jesus Christ.*

## Our Purpose:

Our purpose is to:

- worship God
- share the gospel of Jesus Christ
- welcome all who come
- celebrate and pass on our rich Christian heritage
- discover our place in God's creation

## Our Values:

Our values help guide us in recognising how we fulfil our vocation. They reflect the qualities we believe are essential to our life and work as a 21st century Cathedral. We use them to highlight the necessity of working in ways motivated by wisdom, responsibility and ethics.

In all things, we are inspired, motivated and challenged by the Christian faith and the values of the Gospel.

- **Spirituality** - We recognise and respond to God's presence in our world and among us, practising a reflective approach to what we do.
- **Respect** - We recognise the image of God in all human beings, honour their dignity and treat them with courtesy.
- **Justice** - We deal fairly in our personal and collective behaviours, work to the highest ethical standards, and are honest in our speech and behaviour. We think, speak and act with integrity, are professional in our conduct, and are publicly accountable for our actions.
- **Collaboration** - We are a community founded on trust that prizes team working and builds partnerships that contribute to the common good.
- **Sustainability** - We are business-like in our corporate life and prudent in our stewardship of resources. We pursue the sustainability of our operations and environment.
- **Welcome** - We are welcoming and hospitable to all. We show Christian love and care to our guests and those who need our help.
- **Aspiration** - We are an outward-facing cathedral that reaches for the future with energy and courage, and reaches out to our communities in the hope of personal and social transformation.

More information about our Values and Behaviours can be found [here](#).

## Vision and Strategy

### Durham Cathedral Vision 2033

The mission of Durham Cathedral, as freshly articulated in 2023, is as follows:

*Inspired by our saints, Cuthbert and Bede, the mission of Durham Cathedral is to offer everyone the opportunity to encounter God and know God's love in Jesus Christ*

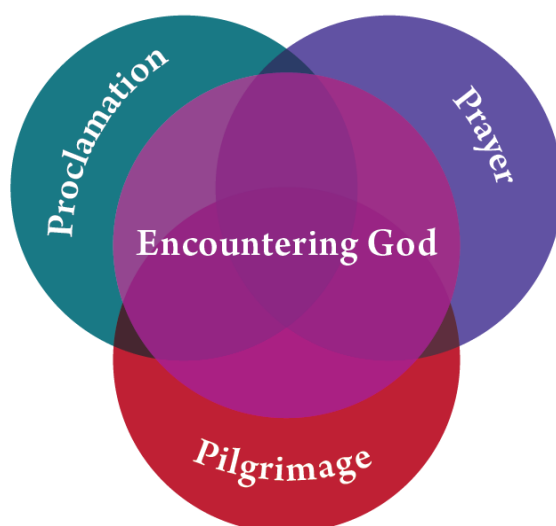
As we look forward to 2033, the 900<sup>th</sup> anniversary of the completion of the present Norman building, we have committed to following a vision marked by four priorities: Encountering God: Pilgrimage, Prayer and Proclamation.

Specifically, our prayer is that by 2033 Durham Cathedral will be known both locally and internationally as a:

- welcoming and engaging place for people to encounter God
- leading destination and resource for life-transforming pilgrimage for people of all stages of life and faith
- leading centre for the learning and practice of prayer
- leading focus for world engaging discussion, witness and proclamation in the name of Christ

We have developed an outline strategic plan to implement this vision, and this has been endorsed by Chapter and is being further worked on by all the teams within Durham Cathedral. The enabling priorities which underpin this vision and strategy include supporting and developing our people.

This is an ambitious and exciting journey which will stretch our faith and require us to call on God for the means to achieve what we believe we are being called to do. However, we are inspired by the past faithfulness of those who have served in our Cathedral and encouraged by what we believe is possible, under God, in the years to come.





## Role Summary

The role of Event Team Lead will be responsible for ensuring that pre-event and post event arrangements are completed in an appropriate and timely manner; that events are successfully delivered and for the provision of appropriate operational support for events. In 2025 it is anticipated that the post-holder's shift pattern will be predominantly based around the below events dates.

|                              |       |       |                |                             |
|------------------------------|-------|-------|----------------|-----------------------------|
| Friday, 1 August 2025        | 19:30 | 22:00 | Cathedral      | Jersey Boys by Candlelight  |
| Wednesday, 6 August 2025     | 19:30 | 21:00 | Cathedral      | Organ Recital               |
| Thursday, 7 August 2025      | 19:30 | 22:00 | Cathedral      | 80s by Candlelight          |
| Friday, 8 August 2025        | 19:30 | 22:00 | Cathedral      | 80s by Candlelight          |
| Sunday, 17 August 2025       | 17:30 | 20:00 | Cloister Garth | HMS Pinafore                |
| Friday, 12 September 2025    | 19:30 | 22:00 | Cathedral      | Re-Take That                |
| Saturday, 13 September 2025  | 19:00 | 21:30 | Cloister Garth | Wind in the Willows         |
| Wednesday, 17 September 2025 | 19:30 | 21:00 | Cathedral      | Organ Recital               |
| Saturday, 20 September 2025  | 19:30 | 22:30 | Cathedral      | Miners Requiem              |
| Friday, 24 October 2025      | 19:30 | 22:00 | Cathedral      | Boyzlife                    |
| Saturday, 25 October 2025    | 19:30 | 22:30 | Cathedral      | Boney M                     |
| Wednesday, 29 October 2025   | 19:30 | 22:00 | Cathedral      | Taylor Swift by Candlelight |
| Thursday, 30 October 2025    | 19:30 | 22:00 | Cathedral      | Taylor Swift by Candlelight |
| Saturday, 8 November 2025    | 19:30 | 22:00 | Cathedral      | Festival of Remembrance     |
| Saturday, 22 November 2025   | 19:30 | 22:00 | Cathedral      | G4                          |
| Tuesday, 25 November 2025    | 19:30 | 22:00 | Cathedral      | The Christmas Orchestra     |
| Saturday, 6 December 2025    | 13:00 | 14:10 | Cathedral      | The Snowman                 |
| Saturday, 6 December 2025    | 15:00 | 16:00 | Cathedral      | The Snowman                 |
| Saturday, 6 December 2025    | 19:00 | 20:10 | Cathedral      | The Snowman                 |
| Thursday, 11 December 2025   | 19:00 | 21:00 | Cathedral      | Friends Christmas Concert   |



|                                |       |       |           |   |
|--------------------------------|-------|-------|-----------|---|
| Wednesday, 17<br>December 2025 | 14:00 | 15:00 | Cathedral | A Christmas Carol   |
| Wednesday, 17<br>December 2025 | 19:30 | 20:30 | Cathedral | A Christmas Carol   |
| Monday, 29<br>December 2025    | 19:30 | 22:00 | Cathedral | Beethoven's Emperor Piano Concerto, alongside<br>some festive items and Vivaldi's Evergreen Four<br>Seasons |

## Job Description

|                           |   |
|---------------------------|---|
| <b>JOB TITLE:</b>         | Event Team Lead                                   |
| <b>SALARY:</b>            | £14.70 per hour                                   |
| <b>LOCATION:</b>          | Durham Cathedral                                  |
| <b>HOURS OF WORK:</b>     | Hours as required by business needs               |
| <b>RESPONSIBLE TO:</b>    | Head of Enterprise                                |
| <b>RESPONSIBLE FOR:</b>   | This post has no line management responsibilities |
| <b>KEY RELATIONSHIPS:</b> | Head of Enterprise, Sales Manager, Head Verger    |

### MAIN DUTIES AND RESPONSIBILITIES:

#### Pre-event arrangements:

- Welcome the client to the Cathedral and confirm the arrangements of the day.
- Ensure the Cathedral floor is event ready including appropriate seating plan and signage.
- Ensure the Hospitality offer is set up, stocked and ready for audiences

#### Event delivery:

- Work collaboratively with the Verger to ensure the Cathedral floor is adhering to all Health & Safety requirements and risk assessment mitigations.
- Lead the event briefing including the delivery of risk assessments for the event supported by the Vergers, ensure team members sign the completed risk assessment.
- Be accountable for leading the event team in delivering an exceptional, high quality, audience experience.
- Welcoming the event audience and queue management.
- Delivery of Box Office on event night; scanning tickets, troubleshooting audience issues selling tickets via the Cathedral box office.
- Be the main point of contact for the event for audience, client and stewards.
- To deal with visitor complaints, recognising when these can be dealt with immediately and when referral to the appropriate senior manager is necessary.
- To carry out lone working as necessary on the hospitality concession stand within the Cathedral grounds.

#### Post event reset:

- Ensure the Cloister bar is reset and stored away.
- Ensure the post event stock take is completed and sent to the Head of Enterprise.
- Ensure the Cathedral floor is reset and ready for the following day worship and visiting hours.
- Assist with the preparation and take down of events, including building and taking down the stage.
- Be accountable for delivering an exceptional, high quality, consistent and impactful visitor experience for our events.



### **Provide operational support for events:**

- Within role remit, to be responsible for stock management for the Cathedral's 'pop-up' bar, including stock takes and ordering stock within an agreed budget.
- Support in the training and development of Relief Events Assistants and Event Stewards.
- To work in collaboration with all Cathedral departments to ensure an exceptional and consistent experience is delivered.
- Act as an ambassador for the Cathedral, during all contact with the public and visitors on site and when attending off site events in your capacity as a staff member.
- To keep all areas clean and tidy and ensure exceptional standards of presentation are consistently delivered across the Cathedral and event space.
- To support the VEE leadership team in Health & Safety matters, and support invacuation and evacuation of the Cathedral in the event of an emergency.

### **Additional Responsibilities**

The main duties and responsibilities of this post are outlined in the job description. The above list is not exhaustive and is intended to reflect the main tasks and areas of work. Changes may occur over time and the post-holder will be expected to agree any reasonable changes to their job description that are commensurate with the post-holder's banding and in line with the general nature of the post.

### **Learning Responsibilities**

The post-holder will, during their probationary period, be required to complete satisfactorily learning in Health & Safety and in Safeguarding, as deemed by the Cathedral to be relevant and appropriate to this post. This will include Safeguarding learning at Basic Awareness and Foundations level.

### **Health and Safety**

Under the Health and Safety at Work Act 1974, whilst at work you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Cathedral on health and safety matters and not interfere with or mis-use anything provided for your health, safety and welfare.

### **Confidentiality**

Staff must not pass on to unauthorised persons, any information obtained in the course of their duties without the permission of their Head of Department. As part of the HR team, it is essential that the post-holder maintains confidentiality at all times with regards to HR and people related matters that the post-holder will have awareness due to the nature of this post.

### **Safeguarding**

The post-holder will be required to satisfactorily complete safeguarding learning at the 'Basic Awareness' level (online) and 'Foundation' level (online) within the first ten working days of their employment.

## **Person Specification Event Team Lead**

This section outlines the requirements and qualities the post-holder needs in order to fulfil the post. These are divided into 'essential' and 'desirable' criteria. 'Essential' criteria are those that the post-holder absolutely must have in order to do the job, i.e. the job cannot be done without those qualities. 'Desirable' criteria are those qualities that would be either useful, an advantage or preferable to have in order to do the job or those which can be trained to do, i.e. the job can be done without those qualities.

CRITERIA: (E) – ESSENTIAL (D) – DESIRABLE

MEASURED BY: (A) – Application form; (I) – Interview;

| REQUIREMENTS<br>The post holder must be able to demonstrate: | (E) / (D) | (A) / (I) |
|--|-----------|-----------|
| <b>Qualifications</b>  |           |           |
| GCSE Maths and English (or an equivalent qualification)      | E         | A         |
| <b>Experience</b>  |           |           |
| Experience in hospitality or crowd management                | E         | A/I       |
| Experience of working with different audiences               | E         | A/I       |
| Experience of working in a customer facing role              | E         | A/I       |
| Experience of hospitality stock control                      | D         | A/I       |
| Experience of Box Office / Ticket selling software           | D         | A/I       |
| <b>Knowledge</b>   |           |           |
| Knowledge of the principles of excellent customer service    | E         | A/I       |
| Knowledge of the principles of conflict resolution           | E         | A/I       |

|   |   |     |
|---|---|-----|
| <b>Skills / Aptitudes</b>   |   |     |
| Good communication skills (written and verbal)                                      | E | A/I |
| Highly articulate and enthusiastic  | E | A/I |
| Ability to deal with complaints and conflict to reach a positive resolution         | E | A/I |
| <b>Personal Attributes &amp; Competencies</b>                                       |   |     |
| Demonstrates empathy with the mission, vision and values of Durham Cathedral        | E | A/I |
| Demonstrates a professional and responsible attitude to work                        | E | A/I |
| <b>Circumstances</b>  |   |     |
| Must be able to work flexibly, including the ability to work evenings and Saturdays | E | A/I |

## How to Apply

An application form is available to download from the Durham Cathedral website at [www.durhamcathedral.co.uk/more/jobs](http://www.durhamcathedral.co.uk/more/jobs)

Completed application forms are to be emailed to [HR@durhamcathedral.co.uk](mailto:HR@durhamcathedral.co.uk)

Closing date for completed application forms is 9am on Monday 21 July 2025.

Shortlisting Date: Tuesday 22 July 2025.

Interview Date and Location: Monday 28 July 2025 at Durham Cathedral

Durham Cathedral is committed to safeguarding and protecting the welfare of children and vulnerable adults. Applicants must be willing and able to undergo the relevant pre-employment checks including provision of proof of eligibility to work in the UK, a full and complete employment history (including any breaks in employment), satisfactory references and a Basic DBS Check. In addition the post-holder will be required to gain a Personal Licence to support in the operation of delivering hospitality.

Should you wish to have an initial confidential discussion about this role, please contact Caroline Hayward, Head of HR, in the first instance on (0191) 375 5254 or via email at [Caroline.Hayward@durhamcathedral.co.uk](mailto:Caroline.Hayward@durhamcathedral.co.uk)

We will, of course, respect the privacy of any conversations or expression of interest regarding this post, whether formal or informal.

## Statements

- **Equality**

Durham Cathedral recognises that discrimination and victimisation are unacceptable and that it is in the interests of the Cathedral and its employees to utilise the skills of the total workforce. It is the aim of Durham Cathedral to ensure that no employee or job applicant to the Cathedral receives less favourable treatment (either directly or indirectly in recruitment or employment on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex or sexual orientation (defined as the protected characteristics in the Equality Act 2020).

- **Safeguarding**

The care and protection of children, young people and vulnerable adults involved in Church activities is the responsibility of the whole Church. Everyone who participates in the life of the Church has a role to play in promoting a Safer Church for all.

Durham Cathedral requires that all of our 'people' who undertake activities on behalf of the Cathedral are familiar with, and comply with, the Cathedral's Safeguarding Policy and Procedures. Durham Cathedral provides all of our 'people' with relevant and appropriate training, as well as access to professional safeguarding services, to ensure that we are all proactive in our approach to safeguarding and, as a minimum, we are compliant with our statutory responsibilities and policy commitments.

Durham Cathedral has adopted the Principles of the House of Bishops on safeguarding and promoting the welfare of children and adults at risk who enter Durham Cathedral, which is based on the following six overarching policy commitments:

- Promoting a safer environment and culture.
- Safer recruitment and supporting all those with any responsibility related to children, young people and vulnerable adults within the Church.
- Responding promptly to every safeguarding concern or allegation.
- Caring pastorally for victim/survivors of abuse and other affected persons.
- Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons.
- Responding to those that may pose or present a risk to others.

The post-holder will, during their probationary period, be required to satisfactorily complete learning in Health & Safety and in Safeguarding as deemed by the Cathedral to be relevant and appropriate to this post. This will include Safeguarding learning at the 'Basic Awareness' level (online) and 'Foundation' level (online).

Further information about safeguarding at Durham Cathedral can be found via our website: <https://www.durhamcathedral.co.uk/more/safeguarding>.

# Governance Framework



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Church  
Commissioners

The  
Bishop

Chapter

College of  
Canons

Fabric  
Advisory  
Committee

- Cathedrals Measure 2021
- Durham Cathedral Constitution & Statutes 2023
- Durham Cathedral Governance Manual

Audit & Risk  
Committee

Strategic  
Health & Safety  
Committee

Nominations  
Committee

Executive  
Leadership Team\*

Finance Committee

Investment and  
Property Committee

Strategic  
Safeguarding  
Committee

Operational Health  
& Safety Committee

Scrutiny  
Group

Diary  
Committee

Operational  
Safeguarding  
Committee

Strategic Committee (\*also operational)

Advisory Committee / Body

Operational Committee / Group



DURHAM  
CATHEDRAL

## Organisational Chart – High Level

