



DURHAM
CATHEDRAL

July 2025

Relief Events Assistant

Candidate Information Pack



Introduction and Welcome

Welcome, and thank you for your interest in applying for the role of Relief Events Assistant 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'*.

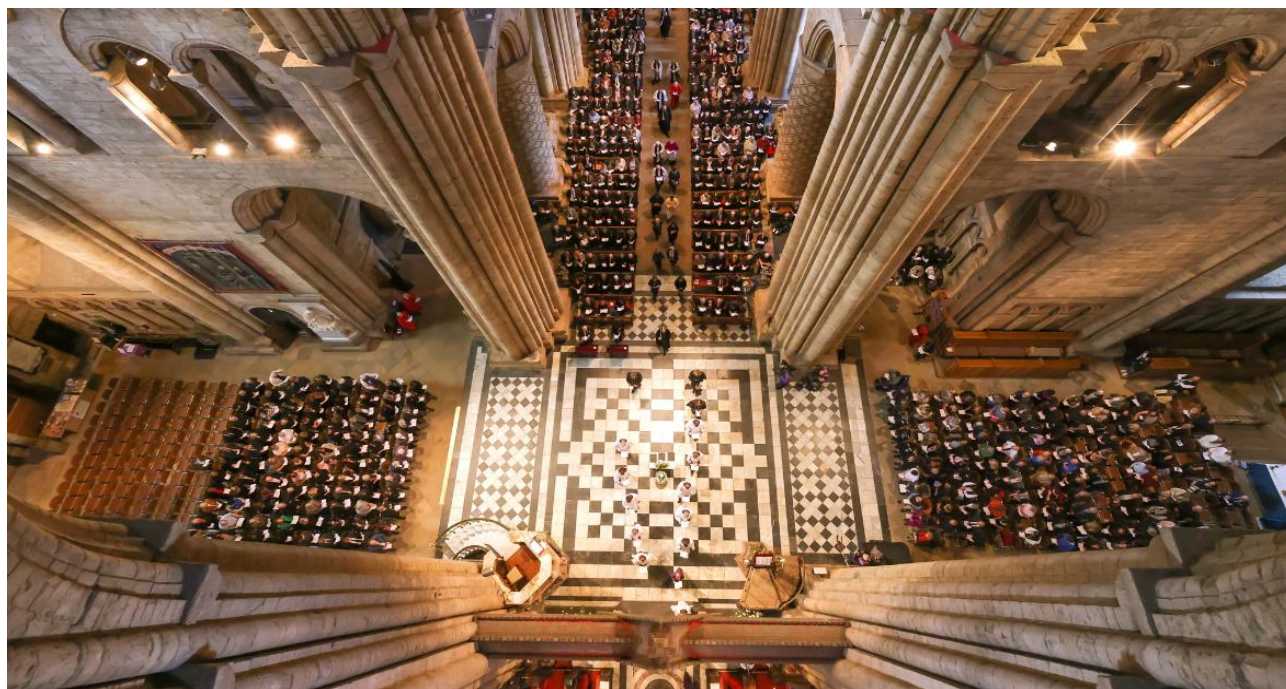
We are stewards not only of our outstanding church buildings, but of world-class historic collections of manuscripts, and works of art. We are active partners with Durham University, and with Durham Cathedral Schools Foundation, where our choristers are educated. We have approximately 115 members of 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

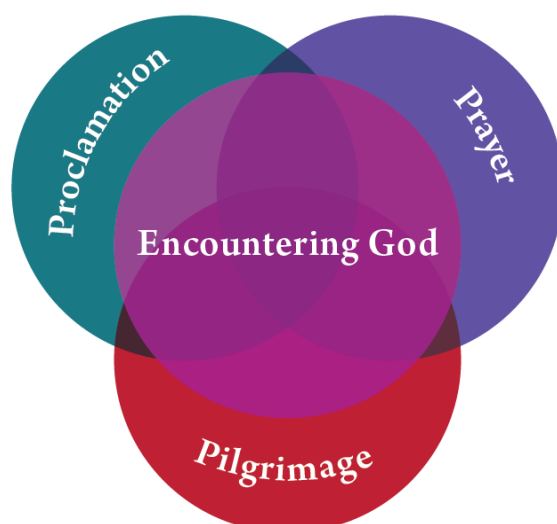
As we look forward to 2033, the 900th anniversary of the completion of the present Norman building, we have committed to following a vision marked by four priorities: Encountering God: Pilgrimage, Prayer and Proclamation.

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 supporting the delivery of a successful events program within Durham Cathedral. Ensuring visitors receive an exceptional experience by welcoming all audience members, providing appropriate access, information and assistance, taking into account the individual visitor's needs. Additionally, ensuring the welfare of the audience and team during an event from the welcome to the goodbye.

Job Description

JOB TITLE:	Relief Events Assistant
SALARY:	£12.60 per hour
LOCATION:	Durham Cathedral
HOURS OF WORK:	Hours as required by business needs
RESPONSIBLE TO:	Head of Enterprise
RESPONSIBLE FOR:	This post has no line management responsibilities
KEY RELATIONSHIPS:	Head of Enterprise, Events Sales Manager, Visitor Experience Assistants, Vergers

MAIN DUTIES AND RESPONSIBILITIES:

- Accountable for delivering an exceptional, high quality, consistent and helpful visitor experience for our events.
- Provide operational support for events and projects, and demonstrate a 'can do' approach to being flexible in the timing and type of support needed.
- Accountable for delivering a number of Key Performance Indicators related to audiences, ticket sales, hospitality sales, audience feedback and visitor experience metrics.
- Welcoming the audience, queue management, ticket checks and communicating terms and conditions.
- Assisting with the preparation and take down of events, including building and taking down the stage.
- Lone working on a concession stand within the Cathedral estate.
- Box Office – selling tickets on the night of events.
- Supporting in the hospitality of events.
- Support the retail offer if included within an event.
- Support the Event Stewards.
- To work in collaboration with all departments of the Cathedral to ensure an exceptional and consistent experience is delivered.
- To deal with visitor complaints, recognising when these can be dealt with immediately, and when they need to be referred to the appropriate senior manager.
- To work alongside and support volunteers.
- To keep all areas clean and tidy and ensure exceptional standards of presentation are consistently delivered across the Cathedral and event space.



- At the end of the event 'reset' the space ready for the following day's services and visitors.
- 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 capability as a staff member.
- To support the VEE leadership team around Health & Safety, and support invacuation and evacuation of the Cathedral in the event of an emergency.
- Undertake any tasks requested by the VEE management team.

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

Relief Events Assistant

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 The post holder must be able to demonstrate:	(E) / (D)	(A) / (I)
Qualifications		
GCSE in Math's and English (or an equivalent qualification)	E	A
Experience		
Experience of working with different audiences Experience	E	A/I
of a customer facing role	D	A/I
Experience of Box Office/Ticket selling software Experience	D	A/I
of using IT (Outlook, Excel)	D	A
Knowledge		
Knowledge of the principles of excellent customer service	D	A/I
Skills / Aptitudes		
Good communication skills (written and spoken)	E	A/I
Highly articulate and enthusiastic	E	A/I
Ability to deal with complaints and conflict to reach a positive resolution	D	A/I
Personal Attributes & Competencies		
Demonstrates empathy with our vision and mission of Durham Cathedral	E	A/I
A professional and responsible attitude to work	E	A/I
Circumstances		
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

Completed application forms are to be emailed to 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.

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

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

