



DURHAM
CATHEDRAL

April 2026

Visitor Experience Assistant Candidate Information Pack





Introduction and Welcome

Welcome, and thank you for your interest in applying for the role of Visitor Experience 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. The Cathedral holds over 1,300 services a year and welcomes around 400,000 visitors to enjoy all that we offer. Durham Cathedral is an active and 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 2025 we 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 4 Visitor Experience Assistants to join our existing Visitor Experience Team for the summer period. 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 around 500 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 enable everyone 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 as a Cathedral. 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, practicing 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.
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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

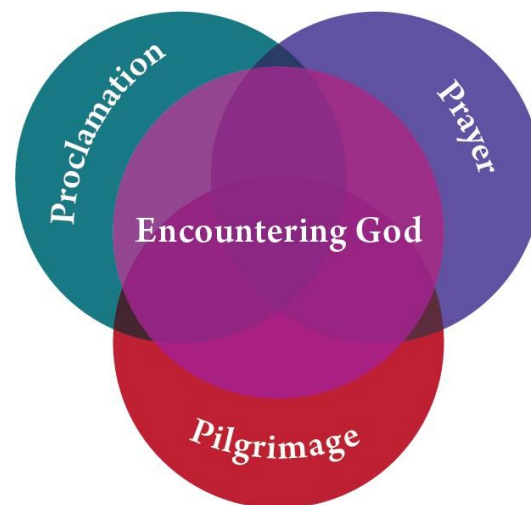
As we look forward to 2033, the 900th anniversary of the completion of the present Norman building, we have committed to following a vision marked by four priorities: Encountering God: Pilgrimage, Prayer and Proclamation.

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

An exciting opportunity has arisen for 4 Visitor Experience Assistants to join our existing Visitor Experience Team for the summer period. In these roles you could be greeting visitors at our Visitor Desk, guiding visitors around our Museum or looking after customers in our shop.

Wherever you are working you will be part of a dynamic team who are passionate about delivering an exceptional customer experience to all of our visitors.

You will be a natural communicator with strong interpersonal skills and an enthusiasm and understanding of what makes a great day out.

You will already have some experience in a customer facing role and will have a flexible and 'can do' approach. You will have an understanding of and sympathy with the Cathedral's Mission.

Job Description

JOB TITLE:	Visitor Experience Assistant (4 vacancies)
SALARY:	£13.04 per hour
CONTRACT:	Fixed term contract from 22 June 2026 to 13 September 2026
LOCATION:	Durham Cathedral
HOURS:	<p>Vacancy 1: 13 'core' hours per week working: Mondays 11am-3pm, Tuesdays 11am-3pm and Sundays 11am-4pm.</p> <p>Vacancy 2: 12 'core' hours per week working: Thursdays 11am-3pm, Fridays 11am -3pm and Saturdays 11am-3pm.</p> <p>Vacancy 3: 20.50 'core' hours per week working: Mondays 10.30am-4pm, Tuesdays 10.30am-4pm, Fridays 10.30am-4pm and Saturdays 11am-3pm.</p> <p>Vacancy 4: 15 'core' hours per week working: Wednesdays 10.30am-4pm, Thursdays 10.30am-4pm and Saturdays 11am-3pm.</p>
RESPONSIBLE TO:	Visitor Experience Managers and Retail Manager and Buyer.
RESPONSIBLE FOR:	This post has no line management responsibilities.
KEY RELATIONSHIPS:	The Visitor Experience Team including Visitor Experience Managers, Book Buyer and Sales, Stock Controller, vergers and Welcome Volunteers.



MAIN DUTIES AND RESPONSIBILITIES:

- Delivering an exceptional, high quality visitor welcome in all areas of the Cathedral.
- Supporting the delivery of a number of KPI's relating to income at the Visitor Desk, Museum and Shop.
- To support the achievement of our customer service metrics as measured through Mystery Visit and Net Promotor Score.
- To deal with visitor complaints when they can be dealt with immediately.
- To undertake retail duties including merchandising, replenishment, cleaning, till operation, cash/card handling and end of day cashing up procedures.
- To work alongside and support our volunteers.
- To provide operational support for events.
- To ensure all Health and Safety and Risk Assessment procedures are followed.

Additional Responsibilities:

- Any other duties as may be reasonably required according to operational business needs.

The above list is not exhaustive and is intended to reflect the main tasks and areas of work. Reviews and changes may occur over time and the post holder would be expected to agree any reasonable changes to the job description that are commensurate with the general nature of this post.

Health and Safety

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

Safeguarding and Health & Safety

As part of the post-holder's induction into their role, designated learning in Safeguarding and in Health & Safety will be required to be successfully completed. As a minimum this will include Safeguarding online learning at the 'Basic Awareness' and 'Foundations' levels. Additional online learning courses will also be required to be completed as advised by the Cathedral ongoing.

Equality, Diversity & Inclusivity

Durham Cathedral is committed to promoting a diverse, non-discriminatory and inclusive community that gives everyone an equal chance to learn, work and live free from discrimination, bias and prejudice. Our equality policy includes responsibility for all our people



to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations

Person Specification

This section outlines the requirements and qualities the post-holder needs in order to fulfil the post. '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 are non-essential, however would be either advantageous, useful or preferable for the post-holder 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)
Experience		
Experience of working in a retail or visitor experience setting.	D	A/I
Experience of dealing with customers or visitors.	D	A/I
Knowledge		
Previous experience of working with till and/or ticket systems	D	A/I
Computer literate with a working knowledge of Microsoft 365	D	I
Skills/Aptitudes		
Excellent customer service skills.	E	A/I
Ability to work as part of a team.	E	A/I
Ability to use own initiative.	E	I
Personal Attributes & Competencies		
Have an understanding of and empathy for the Cathedral's Mission.	E	A/I
Circumstances		
To be able to work flexibly, including weekends and evenings.	E	I
To be able to commit to work a minimum of 25 hours per week including core hours.	E	A



How To Apply

Application Forms and VEA Availability Forms are available to download from the Durham Cathedral website at www.durhamcathedral.co.uk/more/jobs

Applicants are requested to complete **both** of the above documents – ensuring that the VEA Availability Form clearly reflects the detail of when the applicant will be available to work, as well as the maximum number of hours the applicant will be prepared to work each week.

When applying, please ensure that your application clearly states whether you are applying for VEA Vacancy No. 1, or Vacancy No. 2, or Vacancy No. 3 or Vacancy No. 4, or for all 4 vacancies.

Completed application forms are to be emailed to HR@durhamcathedral.co.uk

Closing date for applications: 9:00 am Monday 11 May 2026*

Shortlisting will be carried out on Wednesday 13 May 2026.

Interview Dates: Wednesday 27 May 2026 and Friday 29 May 2026 at Durham Cathedral.

When submitting your application form please state which vacancy you are applying for **and** also submit a completed VEA Availability Form (both can be downloaded from our website).

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

*In the event of a significant number of applications for the above Visitor Experience Assistant vacancies, Durham Cathedral reserves the right to bring the applications closing date forwards, therefore interested parties should submit their application at their earliest opportunity.

Safer Recruitment

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.



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**

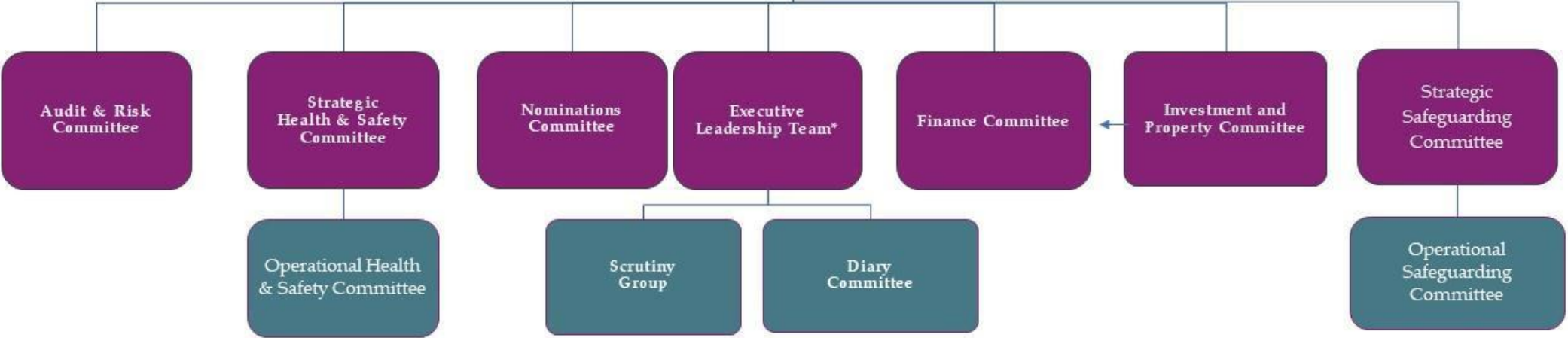
**The
Bishop**

Chapter

College of
Canons

Fabric
Advisory
Committee

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



- Strategic Committee (*also operational)
- Advisory Committee / Body
- Operational Committee / Group



DURHAM CATHEDRAL

Organisational Chart High Level

