



Welcome Team Member



April 2026



Dear Applicant,

Thank you for your interest in applying for the post of Welcome Team Member at Coventry Cathedral.

Coventry Cathedral is a living breathing space which welcomes worshippers, tourists, audiences and school children daily from near and far, either visiting or looking for place of sanctuary. With events taking place all year round and a thriving education programme, all housed in the building coined “new cathedral” built in 1962. It is also custodian of its predecessor- a 12th century building, destroyed and ruined in the Blitz during Nov 1940. The site and story has risen to international recognition, becoming a symbol and example of reconciliation. Both new and Ruined Cathedral are grade I listed.

Our Vision

*Our **vision** is of a reconciled and reconciling **Cathedral** which is open and **welcoming** to all, which serves to glorify God in our **worship**, and reaches out to the world in our ministry of **reconciliation**.*

Our Values

Hospitality – of both people and ideas
Faith and Spirituality – being open to the challenge and resources of God
Reconciliation – embracing and welcoming difference and diversity
Art and Creativity – expressing the life of God amongst us in ways beyond words
Risk Taking – confidently stepping out of the familiar in the service of God
Excellence – always reaching beyond our present practice and experience
Community – respecting and caring for one another

I hope you find this information useful in preparing your application.

The Very Reverend John Witcombe MA MPhil
The Dean of Coventry

Guidance on completing your application

To apply for the post please send us a copy of your CV along with one A4 page covering telling us how you meet essential criteria set out in the Job Specification. The covering letter is your opportunity to provide all the information we need to help us understand how you meet the requirements of the job. To ensure fairness to all applicants, shortlisting decisions are based solely on the information you supply on your CV and cover letter. Even if we already know you as current or previous employee, it is important that you complete the application process in full. If you have any questions or queries, please contact Meshail Daud our office administrator on 02476 521200. **Meshail.Daud@coventrycathedral.org.uk.**

All vacancies are accompanied by a job description and a person specification setting out the main duties and responsibilities of the post in the job description, and the knowledge, skills and abilities we are looking for in the person specification. **Please read this information carefully as you will not be short-listed for interview unless you meet the essential criteria described in the Person Specification.**

Depending on the number of applications, it may not be possible to shortlist for interview all candidates who meet the Essential Criteria. *However, we guarantee to interview all disabled applicants who meet the Essential Criteria.*

Please e-mail your CV and cover letter to **Meshail.Daud@coventrycathedral.org.uk** or by post to **Recruitment, Coventry Cathedral, St Michael's House, 11 Priory Row, Coventry, CV1 5EX.** Please remember that email is not a secure form of communication.

Ensure you clearly state the full job title to which you are applying. Please ensure your CV lists two references. One of these should be from your current employer. Please remember that those involved in the selection process cannot make assumptions about you. - **tell us everything relevant to your application.**

Interviews will take place on the 30th April and 1st May. The closing date for applications is Wednesday the 29th April. Shortlisted applicants will be informed by Friday the 1st of May.

Data Protection

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. Once this process is completed the data relating to unsuccessful applicants will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, your CV and cover letter will be retained and form the basis of your personnel record. By submitting your CV you are giving your consent to your data being stored and processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

Equal Opportunities

Information provided by you on the Equal Opportunities Monitoring Form will be used to monitor our equal opportunities policy and practices. This part of the form will be detached from the main body of the application form and will not form any part of the selection process.

Work Permits

Under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK. Short-listed applicants will be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to any offer of employment being made.



Welcome Team Member

£12.71 per hour
5 Hours per week

As Coventry's most iconic building, Coventry Cathedral is committed to providing a genuinely warm welcome for all, as well as ensuring that everyone who visits has an excellent visitor experience.

As part of the Welcome Team you will be responsible for providing a warm and friendly welcome to all of our visitors, which will include a donation ask. .

You will also be responsible for manning the Cathedral gift shop/and or Old Cathedral (Tower) gift shop whilst on duty.

No specific qualifications are required but you should be able to demonstrate that you have experience of working in a customer and people focused environment, are used to handling cash, are confident in a sales environment, and be willing to work both independently and as part of a small team. The Welcome Team are not only responsible for providing a friendly welcome to our buildings but also for income generation via retail sales and a donation ask.

The role will be based on a fixed shift pattern which will include weekend working, but may include varying shifts if needed so a degree of flexibility and adaptability will be needed.

If you have sympathy with the Christian ethos of the Cathedral, are passionate about providing excellent customer service, and are keen to contribute to the development of the Cathedral's tourism business, this could be the role for you.



Job Description

Job Title: Welcome Team Member
Hours: 5 per week
Salary: £12.71 per hour

Aim

To provide an outstanding welcome to all visitors, provide clear and relevant information, to ensure that all opportunities to increase revenue via donations are taken, and to maximise sales opportunities through cross and up sales in any of our sales points.

To embody the Vision and Values of the Cathedral through the welcome experience.

Key Responsibilities

- To provide a genuine welcome to every visitor, regardless of the reason for their visit.
- To generate donation income by making a donation ask.
- To ensure that all sales opportunities are maximised.
- To keep up to date with other activity taking place within the Cathedral and provide relevant information to each visitor, ensuring that they are aware of what's on and anything that may impact their visit.
- To keep the working area clean and tidy, reporting any issues or hazards as required.
- To be able to confidently explain retail products and new merchandise lines to visitors.
- To ensure that retail areas are kept stocked up, clean, tidy, and well presented.
- To actively look for opportunities to up/cross sell based on visitor interactions.
- To promote other cathedral attractions and events.
- To confidently handle difficult conversations and verbal complaints, escalating as required. Flag any recurrent or major issues to relevant people.
- To be self-motivated and able to work well alone.
- To work collaboratively with all Cathedral colleagues.
- To perform such other duties as are reasonably required by the Welcome Team Supervisor or other department managers when necessary.

Key Activities and Relationships

As a Welcome Team Member, you will work within a small team of Welcome staff, and will report in to the Welcome Team Supervisor who will direct your activities in line with the core duties as described.

Terms and Conditions

The post is offered on a 5 hour a week basis, working varying shifts each week. Training will be given. The post-holder will ordinarily be based within the main Cathedral and gift shop but may be required to work at other locations within the cathedral campus as required.

Weekend and bank holiday working is an essential part of this role.

5 days and annual leave (some of which may be compulsory), which includes bank holidays.

No additional payment will be awarded for bank holiday working but where working on a bank holiday is deemed a necessary part of your role time off in lieu equivalent to the hours worked will be given.

Due to the nature of the role, a degree of physical fitness, stamina and an ability to work at height will be required.

Salary £12.71 per hour

Person Specification

Knowledge, Skills and Abilities	Essential / Desirable	Application Form / Interview
Sales experience including cross and up-selling.	Essential	A / I
Strong communication skills.	Essential	I
Empathy for the Christian ethos of the Cathedral.	Essential	A
A commitment to providing excellent customer service.	Essential	A / I
Professional, friendly and approachable.	Essential	A / I
Smart professional appearance.	Essential	I
Works well under pressure.	Essential	I
Culturally sensitive and able to deal with people from many different backgrounds.	Essential	A / I
Works well both individually and as part of a team.	Essential	A / I
Conscientious, diligent and hard working.	Essential	I
Able to accept timely guidance and feedback.	Essential	I
Proactive at spotting potential issues and raising them with the relevant people.	Essential	A / I
Can work flexibly, and demonstrates the ability to adapt to changing needs and circumstances as they arise.	Essential	A / I
Qualifications		
A standard of education commensurate to the role	Essential	A

Application Process

- Please provide an up to date CV
- Please provide a one page cover letter stating:
 - Why you would like to work at the Cathedral
 - Your relevant previous experience and your key skills and abilities.
 - Something you are passionate about

Send all of the above to the HR team Meshail.Daud@coventrycathedral.org.uk

We aim to provide an efficient and professional recruitment and selection service by providing appropriate levels of support to prospective employees. We are committed to maintaining a culture in which diversity and equality of opportunity are promoted actively and aim to maintain an environment which values diversity, where each person will feel respected and able to give their best.

If you have any questions regarding the role or need assistance with the application process please don't hesitate to email.

Job Applicant Privacy Notice

COVENTRY CATHEDRAL provide this notice to make job applicants aware of our policies relating to the processing of personal data in accordance with the Data Protection Act 1998 as amended, replaced, re-enacted or consolidated from time to time (including without limitation the General Data Protection Regulation (EU) 2016/679 and any national laws which relate to the processing of personal data ('Data Protection Legislation')) references to 'Personal Data' and 'Sensitive Personal Data' within this notice shall be references to those terms as defined in Data Protection Legislation.

Personal Data

We ask for Personal Data from job applicants including C.V's and any ancillary information provided as part of your application to assist with our recruitment processes. Any Personal Data about you which is obtained by us during the application process (including any information obtained directly from you or from third parties such as your referees or as part of pre-employment checks) may be retained and used by us for the purposes of considering your suitability for employment, conducting appropriate checks and as otherwise reasonably required for our legitimate interests and compliance with applicable law.

If your application is successful, and you subsequently become employed by us, the information described above will form part of your personnel file. [If we do not employ you, we may still retain for up to 6 months so that we can consider you for future roles].

Sensitive Personal Data

You may also supply us with Sensitive Personal Data including but not limited to data relating to your racial or ethnic origin, religious or similar beliefs, physical or mental health and sexual orientation by completing our equal opportunities monitoring form. This information is gathered for equality of opportunity monitoring purposes and is anonymised. The provision of such Sensitive Personal Data by you is entirely voluntary.

If we receive information regarding any medical condition, disability, or relating to your physical or mental health including information provided within return to work forms, meetings or in medical reports, we will only use this information for the purpose of providing any necessary adjustments in accordance with equality legislation, to ensure compliance with employment law, to monitor sickness absence and to inform decisions regarding your fitness for work.

Staff Privacy Policy

For further information regarding the Personal Data we collect about you, how we use it, including disclosure to third parties, how we maintain security of your information and your rights to access the information we hold about you, please ask to see our Staff Privacy Policy which is available from the HR department.