



GUILDFORD
CATHEDRAL

VOLUNTEER CO-ORDINATOR AND ADMINISTRATION ASSISTANT

INFORMATION FOR CANDIDATES

Role title Volunteer Co-ordinator and Admin Assistant

Reporting to Chief Operating Officer (Volunteer Co-ordinator) and Dean's PA/Senior Administrator (Administration Assistant)

Accountable to The Chapter of Guildford Cathedral through the Chief Operating Officer

Purpose The Volunteer Co-ordinator is responsible for the safe recruitment, training, and co-ordination of the Cathedral's large Volunteer cohort (approximately 250 strong). The Administration Assistant assists the Senior Administrator with the smooth running of the Cathedral administration. The post holder will work enthusiastically as part of the Cathedral's team of Staff and Volunteers to help deliver our vision.

Hours and salary This is a 28 hours per week post (18 Volunteer Co-ordinator, 10 Administration Assistant). The salary is £20,000 per annum.

BACKGROUND

Guildford Cathedral is a sacred space and a community of people who engage with God and the wider world for the common good. We do this by being a warm-hearted community open to God, to all, to growth and to transformation. Over 100,000 visitors come to the Cathedral each year and our Cathedral 'community' comprises thousands who feel close to the Cathedral because of historical connection: the purchase of a brick in the 1950s, their membership of the worshipping congregations, or staff and volunteers. The core task of Guildford Cathedral is worship. Daily and Sunday choral services are the backbone of our work. The Cathedral is led by the Dean with the Cathedral Chapter which is akin to a Board of Directors and charity trustees.

KEY TASKS

General – Volunteer Co-ordination

- Manage and oversee Volunteer recruitment and training including collation of returns from Volunteers and referees.

General – Admin Assistant

- To assist the Senior Administrator in providing a high level of administrative support to the Cathedral.

Volunteer Recruitment

- Enthusiastically and effectively recruit new volunteers for all appropriate areas of the Cathedral's work.
- Prepare and ensure effective selection and Induction processes.
- Work within the Cathedral's Safeguarding Policy, maintaining an excellent and effective relationship with the Cathedral DBS Administrator.
- Develop, with colleagues, new volunteering opportunities.

Volunteer Co-ordination

- Maintain the Volunteer Handbook and Notice Board.
- Develop effective communications for and from volunteers and potential volunteers.
- Maintain best practice in the management of Volunteers and attend training as necessary.
- Arrange the monthly Senior Volunteers' meeting.
- Arrange the monthly Volunteers' coffee meeting and any other social gatherings as required.
- Distribute the monthly Chief Operating Officer's Volunteers' Newsletter.
- Maintain Volunteer and parish links databases.
- Other duties requested by Chapter through the Chief Operating Officer.

Administration

- Answer queries from callers, providing the first point of welcome and direction to all visitors.
- Respond to all general correspondence, emails, and telephone calls in a timely and appropriate manner.
- Act as first point of contact for the office equipment contractors, liaising with the providers and organising visits by engineers etc as required.
- Manage supplies of paper and small office items such as staplers, files, printer ink etc. ensuring that these are available when required for users whilst managing stock levels appropriately, researching the most cost-effective purchase route.
- Provide business cards as required for Staff.

- Provide efficient parking enforcement administration, acting as point of contact with the parking enforcement contractor, maintaining databases, dealing with requests for suspensions of parking enforcement, cancellations of Parking Charge Notices etc.
- Sort and distribute incoming and outgoing post as required.
- Act as first point of contact for the postage franking machine, liaising with the provider to ensure the machine is fully functioning with appropriate funding levels apportioned at all times.
- Act as first point of contact and to lead on co-ordination and organisation of school carol services.
- Assist with support to the Chapter, Cathedral Council and College of Canons as required.
- Provide support with Cathedral outreach events such as coffee concerts, family fun days, lectures, talks etc. with the agreement of the Senior Administrator.
- Assist the Senior Administrator with the administration of live streaming, liaising with musicians and the live streaming team as required.
- Assist with the administration of the Diary Management Group and management of the Cathedral diary.
- Assist with seasonal ancillary requirements (Christmas trees etc).
- Assist with the administration of Disclosure and Barring Service (DBS) checks.
- Assist the Senior Administrator with the provision of hospitality for ad-hoc services and events.
- Arrange Sunday Morning coffee provision either in the Cathedral or in Seasons.
- Administer the flower roster, liaising with flower arrangers and Virgers as appropriate.
- Provide support required for the correct maintenance of the Books of Remembrance, ensuring additional pages are procured in a timely fashion and accurate records kept at all times.
- Arrange and validate documents for DBS applications.
- Any other ad hoc duties as requested by the Chief Operating Officer or Senior Administrator.

KEY RELATIONSHIPS

- The Dean.
- The Chief Operating Officer.
- The Dean's PA/Senior Administrator.
- Cathedral Clergy.
- Cathedral Staff.
- Heads of Department.
- Senior Volunteers.
- Cathedral Volunteers.
- Visitors.

ESSENTIAL SKILLS AND ATTRIBUTES

- Evidence of managing and co-ordinating Volunteers in a charity or heritage setting.
- Capacity to value the Volunteers who work in the Cathedral and to respond to the needs of those who come seeking help and advice.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills with an ability to connect with people at all levels and build relationships quickly.
- Excellent administrative and organisational skills.
- Excellent computer skills, including working knowledge of Word and Excel.
- Ability to both work as part of a team and on own initiative.
- Enthusiasm to learn and develop the skills needed.
- Ability to multi-task and prioritise own workload under pressure.
- Proactive, enthusiastic and with a 'can-do' attitude.
- Flexible approach to duties and working hours.
- In sympathy with the mission and ethos of the Cathedral.

DESIRABLE SKILLS AND ATTRIBUTES

- Working knowledge of database management.

RECRUITMENT PROCESS

To apply for this post, please visit the Cathedral Website (www.guildford-cathedral.org) and complete the application form provided. Please send this with a covering letter addressing the Key Tasks and Essential Skills and Attributes, as well as your CV, to Dops@guildford-cathedral.org or Matt O'Grady, Guildford Cathedral, Stag Hill, Guildford GU2 7UP. Referees will not be approached without your consent. Applications will only be considered with a completed application form, CV and covering letter. Guildford Cathedral operates under a Safer Recruiting policy. Proof of eligibility for working in the UK will be required before appointing.

For an informal conversation please contact Matt O'Grady on 07757 850952. Closing date for receipt of applications is 27 March 2024. Shortlisted candidates will be called for interview during the week commencing 8 April 2024.