



LINCOLN
CATHEDRAL

Events and venue hire officer

June 2024



About Lincoln Cathedral

Lincoln Cathedral has been a striking presence above the city for more than 950 years. It is, first and foremost, a working church and hosts a minimum of three services every day of the year, at least one of which is usually sung by our world-renowned choir. It is the seat of the Bishop of Lincoln and the mother church of the diocese, and each year it hosts many county-wide services of celebration, commemoration and memorial.

It is a place of pilgrimage, where people come to seek God, to learn more about faith, or to take time out of a busy day for quiet reflection. It is a place of welcome and hospitality where all, of any faith or no faith are encouraged to feel at home.

Lincoln Cathedral is also a world-class heritage visitor attraction, and hundreds of thousands of people visit annually to learn about the rich history of the building and the fascinating stories of the people that have brought it to life over the centuries. Our volunteer guides provide floor, roof, tower and other specialist tours throughout the year and the building plays host to a wide range of exhibitions, events and concerts.

The site also includes an award-winning visitor centre, featuring an exhibition gallery and discovery centre where visitors of all ages can delve deeper into the history of the Cathedral, a bright airy café, and the Cathedral shop. A purpose-built learning centre offers outstanding facilities for school visits and family activities, and a suite of community meeting rooms is available for organisations and individuals to hire.

Lincoln Cathedral is a centre of excellence for heritage skills and craft, with its own on-site works department comprised of stonemasons, glaziers, lead workers and joiners, all dedicated to the maintenance, restoration and repair of this internationally significant building.

An exceptional team of skilled staff and volunteers ensure that all who visit receive a warm welcome and an excellent experience, and work towards ensuring a sustainable future so that future generations can continue to enjoy the sacred space of Lincoln Cathedral.

Our Mission

The diocesan mission statement is to be faithful and confident. As we support the bishop in mission, we will build on this as we seek, joyfully to proclaim the love of God in worship, outreach, service and welcome to all, and to faithfully exercise our role as custodians of a sacred heritage building.

Our Purpose

- To advance the Christian religion in accordance with the faith and practice of the Church of England, by furthering the mission of the Church of England
- To care for and conserve the fabric and structure of the cathedral building
- To advance any other charitable purposes which are ancillary to the furtherance of this purpose

Our Values

Our values reflect the qualities we believe are essential to our life and work, and which will help guide us to achieve our objectives and demonstrate Christian faith and witness as we progress a culture of mutual flourishing, respect, and a shared endeavour, that is inspired and challenged by the Gospel.

As an organisation, and individuals with in it, we are:

- Inclusive
- Trustworthy
- Kind
- Collaborative
- Flexible
- Accountable
- Pro-active to change

Job Description

Job Title	Events and venue hire officer
Department	Visitor Experience and Enterprise - Operations
Line Manager	Events and venue hire manager
Location	Lincoln Cathedral
Contract	Permanent full-time
Salary	£25,850
Hours	35 hours per week – flexible hours - out of hours and weekend working essential. Lincoln Cathedral operates a time of in lieu policy
Holiday	231 hours/33 days per year inclusive of bank holidays
Other	All eligible employees will be automatically enrolled in the Pension Builder 2014 section of the Church Workers Pension Scheme operated by the Church of England Pensions Board
Job Purpose	<p>Develop and expand and deliver a high-quality annual activity programme, which:</p> <ul style="list-style-type: none">• Generates income for the cathedral and its associated entities• Supports the Cathedral's core purpose to embed our mission into all our activities• Encourages and develops new audiences through engaging and inspiring content• Develops the cathedral's reputation as a place of hospitality and welcome• Enhances the cathedral's reputation as a high-quality cultural and arts venue, in addition to its core purpose.

Key Responsibilities:**General**

- Support the management of the cathedral's diary and booking systems.
- Manage the PRS returns for all cathedral activity, liaising with clients regarding venue hire
- Deputise for the Events and venue hire manager and Director of Visitor Experience and Enterprise as required
- Develop strong working relationships with key partners across the city and county, most especially local authorities, local visitor economy partnership, arts and culture partnerships and local businesses.
- Support, if asked to do so, the planning and delivery of major services

Planning:

- Support the Director of Visitor Experience and Enterprise to develop an annual, thematic programme of activities and events, seeking out new creative ideas to draw in new audiences and further the cathedral's reputation as a high-quality venue for cultural and arts-based activity.
- Develop an in-depth understanding of the mechanics of the daily operations, priorities and limitations in relation to the cathedral floor.
- Develop proposals for new activities, and submit through cathedral processes
- Coordinate the end-to-end event management process from concept through to delivery and evaluation
- Collaborate with marketing and communication team to develop and agree plans to ensure successful marketing of activities, while reaching new audiences
- Support the Learning Team to develop and deliver activity plans to reach the family and informal learning market
- Support other departments with their event-related activity where necessary
- Manage the cathedral's ticketing system including event design and customer enquiries
- Liaise with partners, clients and suppliers to organise recce visits to develop detailed plans
- Prepare budgets for events to plan and track financial performance

Delivery

- Prepare and distribute documentation including logistics information to enable smooth planning and delivery of activities and events
- Record and report on learning points to ensure continuous improvement
- Create accurate reports using event data and evaluation methods to report on successes and support future learning
- Through collaborative engagement with colleagues, ensure that activities comply with all relevant health & safety regulations including the completion and approvals of risk assessment method statements.
- Be the main point of contact for suppliers and contractors, ensuring smooth and safe operations while on site.

Additional responsibilities:

- Act as duty officer on a rota basis
- Coordinate adequate personnel cover at events through the Events volunteer team.
- Act as a key holder for the cathedral and visitor centre

Person Specification

Essential Criteria
<ul style="list-style-type: none">• Events management qualification (or equivalent discipline)• Demonstrable and proven experience of planning and delivering events in an events/venue/operations role• Proven ability to work on multiple, complex projects simultaneously• Budget management experience• Experience in a fast-paced organisation with strict deadlines• Excellent working knowledge of Microsoft Office 365 package
Desirable Criteria
<ul style="list-style-type: none">• Experience working within a place of worship or heritage site• Experience working within a tourism, hospitality or arts-based organisation• Experience of Eventbrite or similar ticketing system• Experience working with and managing, engaging volunteers• First aid qualification (or willingness to complete a first aid course)• Project management qualification• IOSH qualification• Knowledge of the liturgical life of the Church of England
Personal Skills and Attributes
<ul style="list-style-type: none">• An ability to communicate with a wide range of people, both internal and external - recognising their different points of view and adapting communication style to suit.• Collaborative approach to planning and problem solving• Customer focused with exceptional customer care skills• Methodical thinker with exceptional attention to detail but with the ability to be innovative and solution focussed.• Ability to keep calm under pressure• Flexible and adaptable• Excellent negotiation skills• Highly organised with the ability to prioritise workload• High levels of initiative and confidence• A practical, team player

Interview and selection process

Please submit your application using the application form. A CV is not an acceptable substitute but may be attached as an additional document if you wish.

Closing date for applications: 12noon Thursday, 25 July 2024

Interview date: Friday, 9 August 2024

Applications by email to: recruitment@lincolncathedral.com

- Lincoln Cathedral is committed to the safer recruitment process
- Lincoln Cathedral is committed to the safeguarding and welfare of all children, young people and adults who may be involved in and/or visit the Cathedral.
- Offers of employment are subject to providing proof of the right to work in the UK, satisfactory references, and, where appropriate, a Disclosure and Barring Service (DBS) check at enhanced level.

The Cathedral reserves the right to interview and appoint at any point during the recruitment process.

Health & Safety:

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

Safeguarding:

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Cathedral. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct and undertaking any safeguarding duties commensurate with their specific role.

Inclusivity and Diversity:

Lincoln Cathedral is committed to building an inclusive and varied workplace, welcoming people from all backgrounds. All staff are expected to be compliant with all legislation, best practice and the values of the Cathedral.

Equality Statement

The Cathedral is committed to the principles of equality and diversity in employment and aims not to discriminate on grounds of gender, age, appearance, race, sexuality, class, ability, culture, nationality, political belief, trade union activity or religious belief.