

SOUTHWARK

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Volunteers Officer and HR Administrator

Closing Date: 16th January 2023



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December 2022

Dear Applicant,

I am pleased that you are interested in our role of Volunteers Officer and HR Administrator.

This is a unique opportunity for someone with a real understanding of the value of volunteering in the context of the church, and to put your skills and knowledge into practice at a heritage site, so that the mission and ministry of the Cathedral can continue to thrive and develop.

This information pack provides an outline of the role, the skills and experience that we are looking for, plus some further background to the post and Southwark Cathedral.

To apply for this role please access via the Church of England pathways system, <https://www.cofepathways.org/members/?j=5024>

For an informal discussion about this post, please don't hesitate to contact me on 020 7367 6706.

The closing date is 16th January, and we are hoping to interview on 27th January 2023.

We look forward to hearing from you.

Canon Michael Rawson

Sub Dean and Canon Pastor

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Job Title:	Volunteers Officer and HR Administrator
Reports to:	The Sub Dean
Key Relationships:	Chief Operating Officer, Cathedral Accountant, Head of Visitor Engagement, Volunteer Team Leaders, the Sub Dean
Salary:	£23,200 (£29,000 per annum pro rata)
Hours of work:	4 days per week (28 hours excluding lunch breaks). Some flexibility required.

Role Purpose

The Volunteers Officer will provide a key role in supporting the large number of volunteers working across the life of the Cathedral and helping us to renew our volunteer base following the pandemic. The postholder will support team leaders in safer recruitment, induction and training of new volunteers, as well as established volunteers. As HR Administrator the postholder will support the COO and Cathedral accountant in day-to-day HR administrative tasks.

Southwark Cathedral has been a place of Christian worship for over 1400 years. Now it stands on the vibrant and exciting regenerated south bank of the Thames surrounded by cultural venues such as Tate Modern, Shakespeare's Globe and Borough Market, the offices of major companies as well as schools and diverse residential communities. It is an inclusive Christian community that offers a welcome to all.

The Cathedral's mission, ministry and musical tradition are core to its life as a Cathedral and a parish church serving the community. It also relies on the valuable financial contribution made by its income generating activities such as its shop, café, conference rooms, corporate events and concerts. It is a very busy place, attracting 200,000 visitors a year to the Cathedral, its churchyard and medieval herb garden. The Cathedral relies on a small but dedicated staff team to be inclusive and welcoming to all.

Main Duties and Responsibilities

Volunteers Officer

- Oversee all volunteers across the Cathedral community, developing a close working relationship with team leaders for each volunteer group and communicating regularly with them;
- Actively encourage and co-ordinate the advertisement and safe recruitment of all volunteers using best practice;
- Ensure that safeguarding is promoted across all volunteer teams;
- Facilitate, co-ordinate and record all training either taken or required by all volunteers;
- To receive all volunteer's concerns and ideas and raise any issues at the quarterly Volunteer Monitoring Group or with members of the Senior Management Team;
- Carry out a regular review of working practices amongst volunteers to ensure the highest standards are met;

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- Take positive steps to increase the diversity of people joining volunteer teams; ensuring that recruitment procedures for volunteers encourage a diversity of applicants, and possible barriers to joining are removed
- Maintain and distribute the Volunteer Handbook.
- Working with volunteer team leaders, assemble and review role descriptions for each volunteer group.
- Maintain a database of volunteers and volunteering opportunities and seek to match the skills of those offering voluntary work to the need of the Cathedral.
- Arrange the quarterly Volunteer Monitoring Group and take minutes.
- Organise and attend the Volunteer Team Leaders meetings which take place on two Sundays of the year and prepare minutes.
- Organise the annual Volunteers' Thank You party and training events.
- Attend the weekly diary meeting and staff meetings as required.

Visitor Engagement

- Oversee a programme of recruitment and training for Welcomers in customer care, welcome, experience and disability awareness.
- Compile the monthly rota for Welcomers to ensure sufficient volunteers are available Mondays to Saturdays.
- Work with the Head of Visitor Engagement to ensure a high standard of welcome to those visiting the Cathedral.

HR Administration

Supporting the COO and Cathedral Accountant:

- To support the processes for the recruitment and selection of staff
- To manage the staff employment records and filing systems, in line with GDPR practices;
- To develop and use process checklists for the HR function including recruitment, induction, appraisal and exit;
- To oversee the administration of the appraisal / performance management process, liaising with managers to ensure that they are completed on time and to a high standard;
- Maintain staff health and safety training records including recording and reporting of accidents and incidents in the office; attending the Health and Safety meeting;
- Supporting the process for DBS applications alongside the Safeguarding Administrator.

Training for HR tasks will be provided.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your salary and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

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Person Specification	
Essential	Desirable
<p>Skills/Knowledge</p> <ul style="list-style-type: none"> • Excellent communication skills and able to deal effectively with people from all backgrounds and abilities • Good IT skills including experience of Word, Excel and databases • Excellent telephone manner • Excellent organisational and administrative skills • Keen sense of prioritisation • Ability to take ownership of tasks and complete them with minimal supervision 	<ul style="list-style-type: none"> • A working knowledge of practical Health and Safety
<p>Knowledge/Experience</p> <ul style="list-style-type: none"> • Experience of working with and managing volunteers and leading a team • Experience of working in a public facing role • Experience of working in an office environment • Experience of safer recruitment procedures • Experience in delivering training to groups of people 	<ul style="list-style-type: none"> • Experience working in a faith based environment • Experience of HR administration
<p>Personal Attributes</p> <ul style="list-style-type: none"> • Professional, calm and approachable • A good listener and negotiator who is able to handle challenging situations • Clear, friendly and efficient • Well organised with good prioritisation skills • A willingness to work within a diverse Christian ethos and demonstrate a commitment to our values • Flexible and willing to work occasional evening and weekends for meetings and events; • Someone who respects colleagues irrespective of their position or background 	

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Southwark Cathedral is committed to being an Equal Opportunities Employer. We believe in promoting and building a diverse and inclusive team, and workplace, culture and governance structures that are welcoming to and respectful of all. We welcome applications from all suitably qualified people whatever their ethnicity, background, age, disability, long term condition, sexual orientation, gender identity, or any other characteristic protected by law.

Safeguarding is at the core of all we do. We follow best practice for Safer Recruitment.

It is a requirement of the role that the postholder will have a clear enhanced DBS check.

Terms and Conditions

Working Hours

The working hours shall be 28 hours per week, exclusive of meal breaks. Some out of hours working will be required to support meetings and events and this will be notified in advance. Time off in lieu will be awarded in line with Southwark Cathedral's policy.

Annual Leave

34 days per annum including statutory bank holidays (pro rata for 28 hours per week) with an additional 5 days after 10 years service.

Probation

The appointment is subject to the satisfactory completion of a six-month probationary period.

Season ticket loan

Once the probationary period has been completed satisfactorily, the person appointed will be eligible to take out a season ticket loan.

Pension

The person appointed will be eligible to join a defined contributions pension scheme managed by the Church Workers Pension Fund. The Cathedral will contribute half of the annual premium of 10% of salary.

Working Expenses

Reasonable out of pocket expenses will be reimbursed.