

A photograph of St Edmundsbury Cathedral, a large Gothic-style stone building with multiple spires and tall windows. The cathedral is partially obscured by lush green trees and a manicured garden in the foreground. A dark blue triangular graphic element is positioned in the lower-left corner, containing the text 'Application pack'.

Application pack

Front Office Administrator

St Edmundsbury
Cathedral





Welcome

Thank you for thinking of applying for the role of Cathedral Front Office Administrator at St Edmundsbury Cathedral. We hope, after reading this application pack, you will decide to send us your application. There follows below some more about us and about the role.

St Edmundsbury Cathedral is situated in the historic market town of Bury St Edmunds, and serves the diocese of St Edmundsbury and Ipswich. It is at the heart of community life, a natural gathering place for worship, reflection, refuge, celebration, mourning, pilgrimage, debate, questioning and storytelling.

Our story begins with the founding of the Abbey in 1020 by King Cnut. He named the Abbey after Saint Edmund, martyred in 869 by the Danes, and to this day the Cathedral, Abbey and town carry that name. Over the succeeding centuries, several churches were built within the precincts of the Abbey. The nave of today's Cathedral is the successor of one of those churches, started in 1503. Our Grade 1 Cathedral was further altered from the 18th century onwards, the most recent additions being a new Gothic-style tower, cloisters and chapels.

A sculpture by Elisabeth Frink entitled Crucifixion stands by the Treasury steps. The medieval Susanna Window contains Flemish glass, and the west window depicts The Last Judgement - a magnificent example of late nineteenth-century craftsmanship. A painting of The Martyrdom of St Edmund by Brian Whelan sits in the Edmund Chapel. The Ancient Library, founded in 1595, has over 550 books mainly dating from the fifteenth and sixteenth centuries, providing a valuable resource for students and research.

The successful candidate will be joining the Cathedral community of this special place at a time of unique challenge and opportunity.

All the usual requirements that you would expect for such a post are set out in the job description which follows. If you think you might be the person we are looking for to join our team, we would be delighted to receive your application.

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Who are we?

St Edmundsbury Cathedral is open for visitors and worshippers seven days a week, all year, providing a sacred space for reflection, prayer and sanctuary. Music forms a large part of activities, with several choirs and numerous musical events throughout the year. Our formal learning programmes are centred round our Learning Hub, in the heart of the Cathedral, where school children enjoy activities linked to the national curriculum, participate in reflective stories designed to encourage youngsters to behave more thoughtfully towards one another, and work with a team of local artists who help them respond to the world through creative art. Community groups such as the Mothers Union and Young Families regularly meet in the Cathedral. We have vibrant membership groups in the Friends of the Cathedral and the Friends of the Cathedral Music. More than 250 Volunteers tend the garden, welcome visitors and assist in our learning and community programmes. We offer 960 regular services a year and around 100 special services.

St Edmundsbury Cathedral Enterprises Limited oversees the Cathedral Gift Shop, our Tourist Information Point, Pilgrim's Kitchen (café/restaurant) and our external events facilities.

St Edmundsbury Cathedral is a lively and exciting place in which to work. The completion of major building works has seen the Cathedral grow in size and activity and the place has become busier. The extraordinary variety of people who are associated with the Cathedral and the remarkable diversity of the events which take place here mean that there is much to capture the imagination of the Cathedral's employees; much to be done, and much to enjoy.

Inclusive Church

We are an Inclusive Church and warmly welcome applications irrespective of gender or sexual orientation. We also encourage applications from Black, Asian, Minority Ethnic, and Global Majority Heritage candidates, who are currently under-represented on the Cathedral team.

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. The appointed candidate will need to have an enhanced DBS check (including barred list check) before commencing work. Safeguarding training will be provided.



Values

Our values inform how we do things at the Cathedral.

We hold our Benedictine principles close—principles such as love, care, hospitality, and community—and are presenting these values in a way that relates to and can easily be understood in the 21st century. They are about how we work with each other, how we talk about the Cathedral, how we reach out to the whole of Suffolk and beyond, and how we transform ourselves as we grow together.



They are Faith, Welcome, Compassion and Confidence.

- Faith in God, Father, Son and Holy Spirit and God's unconditional love for all people. This is our Christian conviction, and it is what defines and shapes us;
- Welcome to friends and to strangers; to people of all faiths or none; to those with whom we agree and disagree - building a culture of openness and collaboration and generosity across the county;
- Compassion working alongside people in need, expressing love, tolerance and respect through our actions;
- Confidence to challenge wrongs; to be honest about who we are and what we stand for; to be daring in what we do, how we do it and who we do it with.





Role Description

The Cathedral Front Office Administrator plays a key role in supporting the mission and day-to-day operations of the Cathedral, acting as the first point of contact for visitors, clergy, staff, and the wider community. This position combines front-of-house responsibilities with comprehensive administrative and operational support to ensure the smooth and efficient running of the Cathedral Office.

The role involves delivering a warm and professional reception service, managing enquiries, coordinating bookings and events, maintaining accurate records, and supporting internal communications. Working closely with clergy, staff, and volunteers, the post holder ensures that all office functions are well-organised, responsive, and aligned with the Cathedral's values.

The Cathedral Front Office Administrator also contributes to wider activities such as event administration, and compliance processes, requiring strong organisational skills, attention to detail, and the ability to manage multiple priorities. This is a varied and people-focused role suited to someone who is proactive, adaptable, and committed to supporting a community-centred environment.

Key Responsibilities

Reception and Front of House

- Provide a warm, professional welcome to all visitors, including clergy, staff, congregation members, volunteers, members of the public, contractors, and meeting attendees.
- Answer incoming telephone calls, respond to routine enquiries, and direct calls promptly and appropriately.
- Manage all incoming and outgoing mail.

Administration and Operations

- Maintain and oversee the Cathedral and Room diaries.
- Provide agendas and minutes for weekly Staff Meeting.
- Coordinate internal and external room bookings and associated arrangements.
- Support with Cathedral tour bookings.
- Support with event administration, to include the annual Cathedral Christmas Market.
- Oversee the smooth running of Abbey House, to include managing office equipment contracts.
- Update and maintain accurate database records, ensuring GDPR compliance.
- Act as a DBS ID checker.
- Provide general administrative support to colleagues as required.
- Liaise with IT providers and contractors.



Person Specification

Essential Qualities

- A genuine interest in and respect for the mission of St Edmundsbury Cathedral and the Christian faith.
- Excellent communication and interpersonal skills, with a warm, confident, and approachable manner.
- Strong organisational skills, with excellent attention to detail and the ability to manage time effectively.
- Ability to work independently, use initiative, and prioritise workload effectively.
- Capacity to work under pressure and meet deadlines.
- Professional and sensitive telephone manner, with the confidence to be diplomatic and assertive when required.
- Proficient IT skills, including Microsoft Word, Excel, PowerPoint, Publisher, and Outlook.
- Flexible and adaptable approach to work, with a willingness to support across different areas.
- Creative thinking and strong problem-solving ability.
- Enthusiasm, energy, and a good sense of humour.

Desirable Qualities

- Previous experience in an administrative or office management role.
- Experience working with volunteers or within a community focused environment.
- Familiarity with database systems.
- Experience supporting events, bookings, or public-facing activities.

Additional Information

The post holder will undertake other duties as reasonably required. This job description reflects the role at the time of publication and may be reviewed and amended to meet the evolving needs of the Cathedral.

To Apply

An application form can be found on our website: stedscathedral.org/vacancies and once complete should be sent to: hr@stedscathedral.org

Closing Date: 4.00 pm Wednesday 14 October

Interviews: Monday 26 October





Terms and Conditions

Job Title: Cathedral Front Office Administrator

Contract: Permanent

Salary: £24,570 per annum (32.5 hours)

Hours per week: Five Days a week, 9.00 am - 4.00 pm

Annual Leave: 25 days plus bank holidays

Job share applications are welcome.

Probationary and notice period

In accordance with current Chapter Policy, the post is subject to a 12 week probationary period. After completion of the probationary period the notice period is one month.

Pension

After 12 weeks' service, the post-holder will be auto-enrolled into a pension scheme with the Church Workers Pension Fund.

Policies and Procedures

To be familiar and comply with Cathedral Policies where applicable but in particular the Health & Safety Policy, the Safeguarding Policy and the Cathedral's Social Media Policy.

Other terms and conditions

This is only a summary of the terms and conditions offered and does not replace the wording of the Standard Terms and Conditions which will form the contract between the successful candidate and the Chapter.