



## JOB DESCRIPTION

**Post:** Volunteer Coordinator

**Responsible to:** Volunteer Experience Manager

**Direct Reports:** None

### Summary of post:

The Volunteer Coordinator plays a key role in supporting, supervising, and developing the Cathedral's large team of volunteers. Acting as the primary point of contact for volunteer-related enquiries, this role focuses on building strong relationships, ensuring smooth rota management, maintaining compliance with training and safeguarding requirements, and helping volunteers deliver an outstanding Visitor Experience.

**Hours of Work:** Part-time 22.5 hpw/0.6 FTE Mon-Wed

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## PRINCIPAL TASKS

### Volunteer Management & Support

- Build strong, supportive relationships with volunteers to foster engagement and retention.
- Advocate for the Cathedral, positively and proactively enforcing policies and procedures
- Ensure all volunteer behaviour follows the Cathedral's Code of Conduct and behaviour framework, challenging where this falls short.
- Actively drive efficiencies and continuously challenge established ways of working.
- Supporting the Volunteer Manager in recruitment and induction of new volunteers.
- Champion equality, diversity and inclusion across the Volunteer team.

### Visitor Experience Volunteer Support and Coordination

- Conduct regular meetings with Visitor Experience volunteers to provide support, guidance, and feedback.
- Supervise volunteers during their shifts, ensuring they feel supported and confident in their roles.
- Monitor volunteer appearance and provide appropriate items such as sashes
- Create and manage **rotas** for tours, guiding, and general assisting to ensure full coverage throughout the year.
- Communicate timely updates regarding closures, events, tours, or operational changes.
- Coordinate with the Visitor Experience team to align volunteer support with visitor needs.

### Training & Performance

- Assist in training new volunteers and supporting ongoing skills development, to ensure the consistent delivery of a high-quality visitor experience.
- Address concerns or performance issues where necessary.
- Maintain accurate records of all compliance training, including but not limited to, safeguarding, security, and health & safety
- Champion accessibility, taking an active part in ensuring the Cathedral is accessible to all and understanding all the options available to visitors and communicating these to Volunteers.

### **Administration & Support**

- Process and manage volunteer travel expense claims.
- Utilise and promote the Cathedral's IT systems as appropriate to your role.
- Support troubleshooting and problem-solving for volunteer or operational issues.
- Maintain accurate volunteer records to support efficient communication and reporting.

### **Confidentiality**

- Staff must not pass on to unauthorised persons, any information obtained in the course of their duties without the permission of their Head of Department.

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## **PERSON SPECIFICATION**

By embracing the Cathedral's Code of Conduct, demonstrate the commitment to creating a positive, inclusive and respectful community at Canterbury Cathedral, where everyone can flourish and contribute to making real in this place the gift of 'life in all its fullness'.

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### **Essential:**

- Demonstrable experience supporting or coordinating volunteers or teams in a public-facing or community setting.
- Experience managing rotas or schedules and ensuring adequate coverage for operational needs.
- Experience supporting training and induction processes.
- Experience handling sensitive or challenging situations with professionalism and discretion.
- Experience in maintaining accurate records, managing databases, or using digital systems to support volunteer administration.
- Strong organisational skills with the ability to manage multiple priorities and respond calmly under pressure.
- Ability to motivate and support volunteers, promoting a sense of belonging and shared purpose.
- Competent IT user, confident with Microsoft Office and digital communication tools; ability to learn and use bespoke systems.
- Ability to apply and uphold Cathedral policies, challenging constructively and appropriately where necessary.

- Commitment to maintaining high standards of professionalism and safeguarding at all times.

**Desirable:**

- Educated to A-level (or equivalent) or with relevant experience in volunteer coordination, visitor experience, or people management.
- Experience working in a heritage, cultural, or faith-based organisation.
- Formal training or certification in volunteer management, people management, or community engagement.
- Familiarity with volunteer management software or CRM systems.
- Experience coordinating accessibility or visitor support programmes.

**Personal Attributes:**

- Welcoming, empathetic, and people-centred approach.
- Positive attitude with a focus on collaboration and teamwork.
- Passionate about accessibility and improving inclusivity across the Visitor Experience.
- Reliable, organised, and adaptable to changing needs and priorities.
- Committed to inclusion, accessibility, and continuous improvement.

**Qualifications**

- Relevant professional qualification or equivalent within a relevant discipline (for example social care, probation service or police) with current professional registration where applicable

**EQUALITY STATEMENT**

Chapter recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.

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