



APPLICATION PACK

Volunteer Officer

CANDIDATE INFORMATION PACK



ROLE DESCRIPTION

Volunteer Officer



ROLE SUMMARY

Working with the Volunteer Manager and wider Community Engagement team, this role supports the successful management of over 500 volunteers across 26 volunteering groups who support all departments of the Cathedral, including young volunteers. To support the recruitment, retention, training and day-to-day administrative and operational needs of Salisbury Cathedral Volunteers.

PRINCIPAL TASKS AND RESPONSIBILITIES

Administration - to lead on all administration relating to volunteering including database management, recruitment processes, training, meetings and queries.

Engagement - to support face to face and online engagement with volunteers to develop and maintain positive relationships and signpost any pastoral needs of volunteers.

Principal Tasks:

Administration

- Be a point of contact for volunteer related enquiries by email, phone or in person, communicating where relevant to appropriate staff.
- Maintain accurate volunteer records on the database for active and alumni volunteers; including training, DBS and safeguarding information. Ensuring confidentiality and GDPR compliance.
- Generate data based and written reports for multiple departments as required (e.g. Education, HR, Chapter and Vestry)
- With the Volunteer Manager, support volunteer recruitment in line with Cathedral safer recruitment policy and procedures, including advertising, on-boarding, induction and training.
- Support the update and development of policies and procedures, e-learning resources, handbooks and safe operating procedures, working alongside colleagues including Education, HR, Health and Safety and the Vestry.
- Co-ordinate all in person and online volunteer training opportunities, including identifying and setting dates, booking spaces, co-ordinating staff diaries and communicating with volunteers. E.g. induction, safety update training, floor and tower guide training.

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- Arrange formal and informal meetings including identifying and setting dates, booking meeting spaces, coordinating staff diaries and communicating with volunteers. Take and circulate associated minutes and notes.
- Support and develop volunteer group rotas including but not limited to the chaplain team.
- Monitor and suggest updates for external communications including website updates and downloadable resources, and on partner volunteering platforms.
- Prepare and distribute regular volunteer communications for active and alumni volunteers including email updates and the volunteer newsletter.
- Working with the Volunteer Manager and colleagues to support arrangements for young or vulnerable volunteers, liaising where relevant with external contacts and ensuring appropriate procedures are in place including safeguarding and health and safety.
- With the Volunteer Manager monitor the volunteer budget, process orders using the Salisbury Cathedral purchase order procedures and produce budget reports as required.
- Responsibility for ordering necessary volunteer items and resources including clothing and sashes.
- Represent the volunteer team to support operational needs at relevant Cathedral meetings and engage with internal operational processes, including Diary Management meetings and Artifax booking system.

Engagement

- Develop and maintain friendly and positive relationships with all volunteers by being visible and engaging during events, meetings and day to day activity. Signposting pastoral support when necessary.
- Develop key relationships with team leaders to promote effective and collaborative working practices and procedures for the benefit of wider volunteer community, manage expectations and build confidence in the staff/volunteer relationship.
- Set up, welcome and register volunteers at engagement opportunities, training or meetings.
- Organise and support a range of internal and external engagement events including, recruitment activity, the annual volunteer's party and Winter Lecture programme.
- Support volunteers with accessing online resources and e-learning opportunities

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- To be proactive in identifying the individual needs of volunteers and finding solutions to support them in their roles, including supporting those reaching the end of their volunteering service

This job description is intended as a working document giving guidelines for the major tasks. It is anticipated that the post will develop and working practices will change; to meet the demands of Salisbury Cathedral, new legislation, and the requirements of Chapter. It is expected that the post holder will contribute to and assist with all future developments.

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE	ESSENTIAL (E) OR DESIRABLE (D)
Experience working with, or leading volunteers	D
Understanding of good practice in volunteer management	E
Experience of working to tight timescales and producing high quality accurate work	D
Experience of writing customer facing correspondence and welcome letters	E
Experience of working with and developing databases and knowledge of data management and compliance	D
Knowledge and understanding of safeguarding and safer recruitment requirements	E
Strong experience of administration, including note taking	E
SKILLS AND EXPERTISE	
Proven administrative and IT skills in MS packages and database software	E
Highly organised and with the ability to prioritise a varied workload and work independently	E
Excellent interpersonal skills with an ability to negotiate, advocate and problem solve within working relationships and with a high level of diplomacy	E
Excellent written and verbal communication skills	E
People management skills and awareness	E
Experience working in a similar organisation/charity sector	D
ATTRIBUTES	
Be sympathetic to the mission and values of Salisbury Cathedral and Church of England and able to act according to the Cathedrals values of boldness, fairness and kindness	E
Flexibility to work unsociable hours including some weekends and evenings	E
A relational, people centered, diplomatic approach with the ability to connect with people at all levels and ages	E

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Positive and proactive attitude, reliable and self-motivated, able to work alone and as part of a team, use own initiative	E
Willingness to complete a wide range of tasks from administrative functions to high level interactions with senior staff and volunteers	E

SAFEGUARDING

Salisbury Cathedral is committed to safeguarding and safer recruitment practices and expects all at the Cathedral to share this commitment. The postholder is required to report any safeguarding concerns related to children, young people, or vulnerable adults in accordance with agreed policies and procedures.

All staff and volunteers are expected to demonstrate a commitment to safeguarding and the welfare of all who are involved with and/or visit the Cathedral and the Close. This will include adherence to policies and procedures and undertaking any safeguarding duties commensurate with their specific role. All staff are be expected to successfully complete safeguarding training as part of their induction.

HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the organisation on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare. You must immediately raise any concerns concerning your health, safety or welfare at work to an appropriate person.

EQUALITY, DIVERSITY AND INCLUSION

The Cathedral is committed to the principle of equal opportunities in employment and in equal pay for work of the same or similar nature or work of equal value. This means that in line with the Equality Act 2010, all job applicants and employees will receive equal treatment regardless of sex, race or ethnic origin, religious belief, nationality, gender, marital or family status, sexual orientation, age or disability. Our intention is to ensure safe environments within which our welcome to everyone is supported by proper and effective safeguards. We will continue to implement the Church of England Safeguarding policies and procedures, working actively with the Diocese of Salisbury.

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WORKING FOR US

Salary

£16,000 per annum.

Working Pattern

Part time - 21 hours a week, split between Monday to Friday, with occasional evening or weekends required (site-based).

Annual Holidays

The FTE holiday entitlement is 25 days per annum plus public holidays. Pro-rata for part time staff. Staff are also entitled to a day off for their birthday.

Pension Scheme

All eligible members of staff will be automatically enrolled in accordance with the legislation, to the occupational Staff Pension Scheme. Salisbury Cathedral will contribute to a contributory pension scheme and automatic enrolment will be made unless the employee chooses to opt out.

Staff Discount

All staff receive a 20% discount on purchases from the Cathedral Shop and Refectory.

Staff have access to an Employee Assistance Programme and Life Assurance scheme.

Parking

Subsidised car parking is available in Salisbury Cathedral Close.



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HOW TO APPLY

To apply please complete the following forms and e-mail the following information to recruitment@salcath.co.uk ;

- Application Form including supporting statement
- Equal Opportunities Form
- CV

The closing date for applications is Monday 8th June at 9am.

Interviews will be held on the 16th and 17th June 2026.

Due to the volume of applications we are currently receiving, it will only be possible to contact shortlisted candidates regarding the outcome of their application. If you have not been invited to attend an interview within 2 weeks of the closing date, please assume your application has been unsuccessful.

Thank you for your understanding and for your interest in working at Salisbury Cathedral.

If you are invited for interview, you will be asked to produce evidence of your eligibility to work in the UK.

