

Application Pack

Catering Assistant *(20 hours)*

September 2025



WORCESTER
CATHEDRAL

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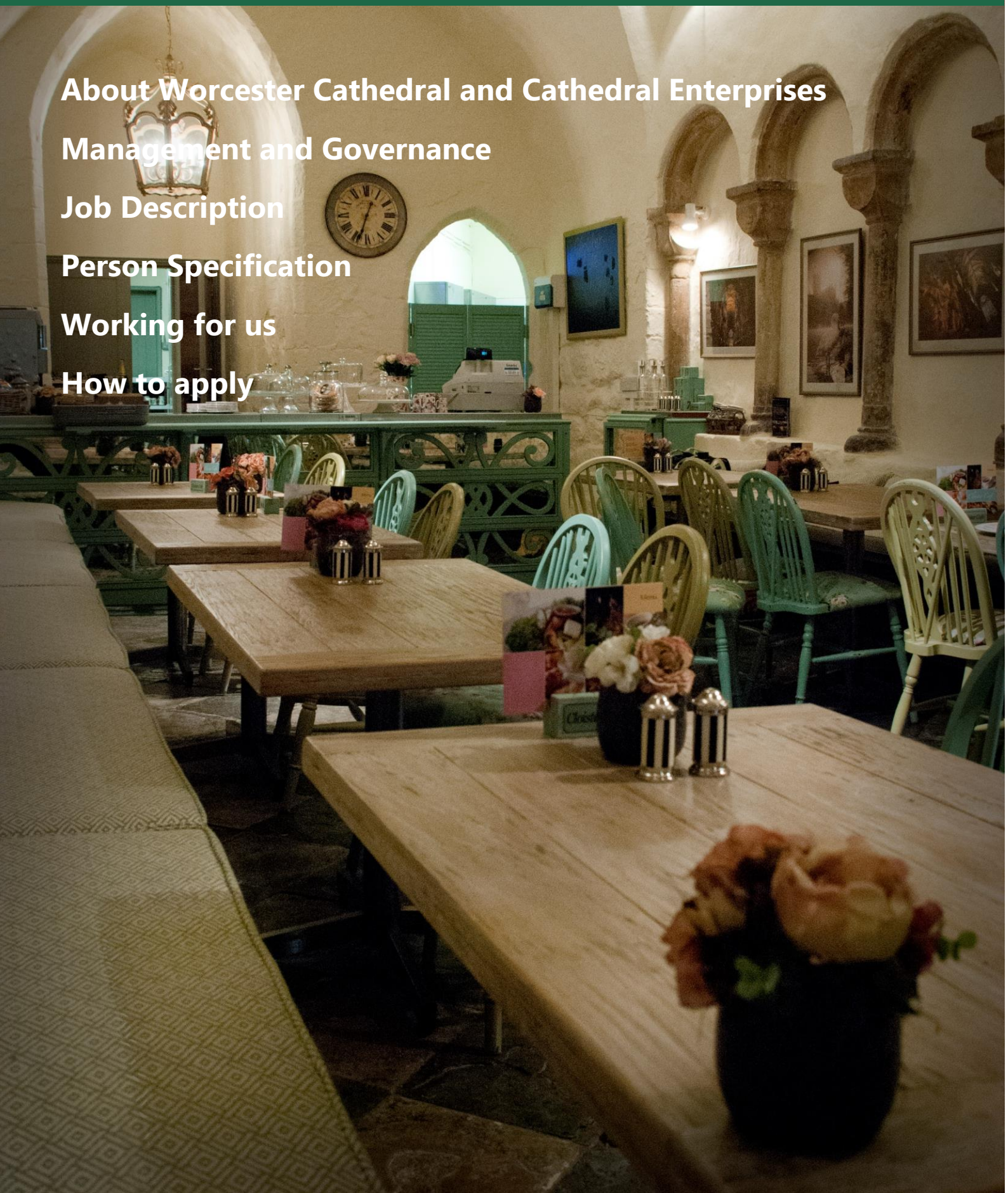
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About Worcester Cathedral



Worcester Cathedral is a magnificent sight as it rises majestically above the River Severn. Worcester has been the seat of a bishopric since the seventh century, and the Cathedral was served by monks until the Reformation. St Oswald and St Wulfstan were among the bishops.

Since the eighteenth century, the Cathedral has been famous for its part in the annual Three Choirs Festival, the oldest choral festival in existence.

Today the Cathedral is the centre of a vibrant community of clergy and laypeople, offering the praises of God each day, serving the city and diocese of Worcester, and attracting visitors from all over the world.

Worcester Cathedral Enterprises Ltd is the trading company of Worcester Cathedral and comprises of both the Café and Shop. Generating funds for the Cathedral it is an important part of the Cathedral community.

The Cathedral community is diverse with over 70 staff and 200 volunteers. We are rightly proud of the tremendous heritage and number of partners we work with across the Cathedral to provide a warm welcome to our visitors to learn more about the history of the building, attend our many events and activities, and to experience the spiritual opportunities of the Cathedral.

The governance of the Cathedral is the responsibility of the Chapter, which comprises residentiary canons and lay canons with professional expertise and is chaired by the Dean. The Chapter is responsible for the strategy, oversight and delivery of the operational plan.

There are a team of Departmental Managers led by the Chief Operating Officer, who meet regularly and work collaboratively to achieve the annual objectives and plan. The Cathedral has a diverse range of income, all of which is achieved through donations, fundraising, earned income, investment income or other support.





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Management and Governance

The governance of the Cathedral is the responsibility of the Chapter, which comprises residentiary canons and lay canons with professional expertise and is chaired by the Dean. The Chapter is responsible for strategy, oversight and financial sustainability and meets monthly. Under the current Constitution and Statutes, there are four main committees that have delegated tasks from Chapter, including the Safeguarding Committee, the Finance Committee, the Congregational Committee, and the Nominations Committee. In addition, there are other standing groups, such as the Fabric Advisory Committee (required under the Care of Cathedrals Measure).

The Senior Executive Group (SET) is responsible for the day-to-day management of the Cathedral, operating under the oversight of the Chapter to further the objects of the Chapter and to implement its strategic and operational aims, vision and priorities. Together with the COO through this meeting the Dean and Residentiary canons exercise their executive role in the leadership of the Cathedral through their supervision and encouragement of senior members of staff. In addition, a Senior Management Group (SMG) comprises of the wider team of senior lay staff and clergy in their executive functions. This group is concerned with management, delivery, and collaboration and provides a forum for sharing current work and looking ahead to forthcoming activities and projects.

The Cathedral is blessed with a committed and skilled workforce, who are deployed to such diverse functions as welcome, events management, education, worship, finance, fundraising, stonemasonry, estates management and maintenance, music, communications, library collections and archaeology. In addition, the Cathedral's central function also supports the retail and catering operations of Worcester Cathedral Enterprises Ltd and the management of St Oswald's Hospital almshouses.



Job Description

Job title: Catering Assistant (20 hours per week)

Department: Café

Reporting to: Catering Manager

Main duties and responsibilities:

- To ensure the Café operates effectively and provides a friendly and welcoming service to visitors.
- To be part of a team, providing excellent customer service to visitors, including taking orders, serving customers, operating the till, preparing food and drinks, clearing tables and washing up.
- To stock up on provisions, including drinks, counter stock, table supplies, and other goods as required for customers.
- To working within health and safety, food hygiene, and other relevant legislation, keeping appropriate records where required.
- To carry out cleaning tasks to ensure the premises are kept clean and tidy during and after each shift.
- To work flexibly as required, including supporting functions and weekends.
- To ensure that all safeguarding and health and safety processes are followed, and that care is taken to ensure safety for self and colleagues, reporting any concerns immediately.



Job Description

Health & Safety

Under the Health and Safety at Work Act 1974, 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.

Safeguarding

The Cathedral is committed to safeguarding and promoting the welfare of children and adults at risk who visit our premises and precinct. All staff and volunteers are expected to actively demonstrate a commitment to a culture of safeguarding by:

- Understanding and adhering to cathedral safeguarding policy and procedures.
- Maintaining professional boundaries and demonstrating behaviour that prioritises safety and wellbeing.
- Taking responsibility for identifying and promptly reporting and safeguarding concerns in line with the policy and procedures.
- Undertaking safeguarding training and fulfilling any specific safeguarding duties required in their role.
- Actively contributing to an environment where everyone feels safe, valued and empowered to raise concerns without fear of reprisal.

Cathedral ID badges must be worn at all times while on duty. Badges are for use by the named individual only.



Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage, or those which the job holder can be trained to do.

PERSON SPECIFICATION		
Key Criteria	Essential	Desirable
Qualifications	Good standard of education, including Maths and English at GCSE.	Relevant catering qualification e.g. City and Guilds. Food Hygiene qualification.
Experience	<p>Previous experience working in a catering setting</p> <p>Experience of working to health and safety legislation.</p> <p>Experience of working in a customer facing setting, ensuring accessibility and high-quality standards.</p> <p>Experience of working in a small team and evidence of being a strong team member.</p>	<p>Experience of working with a range of customers, providing high-quality functions.</p> <p>Experience of handling a till, cashing up, and maintaining basic records.</p>
Skills	<p>Excellent time keeping and ability to manage own time effectively.</p> <p>Ability to work unsupervised and take responsibility for ensuring basic tasks are completed.</p> <p>High standards of cleanliness and hygiene.</p>	

Person Specification

	<p>Excellent communication skills with other Cathedral teams and within the Enterprise teams.</p> <p>Excellent customer relationship skills and understanding of visitor's needs.</p>	
Personal Qualities	<p>Ability to work flexibly where required, including some weekends and occasional evenings.</p>	<p>Commitment to Christian Faith</p> <p>An appreciation of the unique place of cathedrals in the Church of England.</p>



Working for us

Salary

The salary is £12.60 per hour.

Working Patterns

This post is a part-time position of 20 hours a week.

Annual Holidays

The holiday entitlement is 25 days per annum plus 8 bank holidays and 4 discretionary Cathedral additional leave days, or pro rata for part time.

Pension scheme

All eligible members of staff will be automatically enrolled into the occupational Staff Pension Scheme, operated by Royal London. Contributions will be payable by the member of staff at 4% of basic salary and a 5% contribution by the Chapter. There is also death in service cover offered to all staff. The Chapter may amend the pension scheme at any time.

Staff discount

All employees will receive a 10% discount on purchases in the Gift Shop and Café within the Cathedral.

Employee Assistance Programme

All employees and their immediate family have access to a range of confidential support through our commissioned employee assistance programme.



How to apply

Application forms for the post of Catering Assistant be emailed to jobs@worcestercathedral.org.uk

Alternatively, you can post them to:

Jodie Brookes-Kavanagh
People Administrator
The Chapter Office
The Old Palace
Deansway
Worcester
WR1 2JE

Should you have any queries about this post, please don't hesitate to contact Maria Scialacomo (Catering Manager) at mariascialacomo@worcestercathedral.org.uk or 01905 732933.





The Chapter Office
Worcester WR1 2LA
Enquiries: 01905 732900
www.worcestercathedral.co.uk



Worcester Cathedral is fully committed to Equal Opportunity policies.