



CHELMSFORD CATHEDRAL

OPERATIONS ASSISTANT

RECRUITMENT INFORMATION PACK

MAY 2026



Job Description

Reports to: Head of Property & Operations

Key Relationships: Heads of Departments, Verging Team

Start date: Immediate

Salary: £25,500

Hours of work: 35 hours per week, (excluding lunch breaks)

Role purpose

This is a new, interesting and very varied role, key to the smooth running of the Cathedral Offices and Estate and providing efficient assistance to the Head of Property & Operations.

This position is ideal for someone who is looking for a role that offers variety and the ability to work independently as well as part of a team. The post-holder will be highly organised, confident and friendly dealing with people, and will enjoy the challenge of a hands-on role and an interchangeable working day.

They will play a key role in providing help with administration, facilities support, the procurement of supplies and also provide a warm welcome to visitors.



Introduction by the Dean



I am delighted that you have expressed an interest in the role of Operations Assistant at Chelmsford Cathedral. Chelmsford Cathedral, the Cathedral for the Diocese of Chelmsford, stands at the very centre of the county of Essex. As well as serving the whole of that richly diverse county, it also serves East London.

A parish church Cathedral (it acquired Cathedral status in 1914), the building is 15th Century; but its interior, vividly and creatively reordered in the later twentieth century, glows with an evocative clarity of rare colour and warmth.

It has been described as a “jewel box of contemporary art” – from the haunting and sombre external sculpture of St Peter by Thomas Huxley Jones to the green and gold of Mark Cazalet’s Tree of Life mural; from the bright ordered geometry of Beryl Dean’s patchwork at the East end of the Chancel to the stark glass etching of St Cedd in the chapel dedicated to him in the north-west corner.

At the heart of both city and county, the Cathedral is a hub for a rich variety of community activity. It’s a space for refreshment, respite and prayer for hundreds of people every day passing through its grounds.

It’s a gathering place for schools, for civic events and services (such as the Justice Service and the Mayor’s annual service), for diocesan occasions such as ordinations; and, of course, the great Feasts of Christmas and Easter, where the intimate space of one of England’s smallest Cathedrals is crowded out. Its congregation is thriving and diverse, with a lively junior church, and its liturgical and musical life is flourishing, with a rapidly growing choir of young choristers (boys and girls) as well as adult singers.

The Cathedral is growing its appetite for curating, hosting and theming a variety of cultural and educational events such as concerts, lectures and exhibitions. It is scoping its potential for social action in a busy city where a variety of need presents itself almost daily. And underpinning all that the Cathedral does are the daily services of prayer, song and communion, praying for a city, county, diocese and world in need of peace and compassion.

A handwritten signature in black ink, which appears to read 'J Martin'.

**The Very Revd Dr Jessica Martin,
Dean of Chelmsford Cathedral**

Main Duties & Responsibilities

The Operations Assistant will support the effective and efficient operation of the organisation through a wide range of duties:

Administration & Office Support

- Reception duties.
- Ensure that we offer a warm welcome to all visitors and provide refreshments accordingly.
- Provide administrative support to the Head of Property & Operations to include paper and digital filing.
- Assist with the management of incoming and outgoing correspondence, including emails, post, and telephone enquiries.
- Support the team with general office duties.
- Monitor stock levels of all office consumables and place monthly orders.
- Liaise with the printer provider for all consumable reorders.
- Keep the staff kitchen, break out spaces and restrooms clean, tidy and stocked with consumables.

Health & Safety

- Have a keen eye for maintaining health & safety across the site.
- Support the Head of Property & Operations with all areas of health & safety ensuring best practice and policies are adhered to.
- Support the reporting of health & safety concerns in a timely manner.
- Carry out regular reviews of all logbooks to ensure that all checks are taking place and recorded as required.

General Operations

- Ensure that the office is a safe, clean and welcoming space at all times.
- Ensure that the offices and meeting rooms are kept tidy and clear. Distribute orders received to relevant storage areas, and ensure that all waste is recycled in the correct receptacles.
- Provide 'hands on' support within both the Cathedral and office when required, with light site and facilities maintenance duties.
- Be the point of contact for the Verger departments order requests.
- Source and prepare the refreshments required, with support from colleagues, for the All Staff Monthly Lunch and other social events.

Property Support

- Keep the Property Maintenance spreadsheet up to date, and undertake the booking of services, safety checks etc, and ensure records are accurately maintained.
- Liaise with our external property maintenance company and tenants, ensuring all requirements are dealt with in a timely fashion and within budgetary restraints.

Person Specification

Essential Experience

- Experience in an administrative or site and facilities role.
- Exceptional phone etiquette.
- Excellent organisational skills, with the ability to manage multiple tasks and priorities.
- Strong communication skills, both written and verbal.
- Confident and professional when dealing with members of the public.
- Great IT skills, including experience with Microsoft Office .

Skills and Competencies

- Ability to work calmly and professionally.
- Ability to work independently and as part of a team.
- Be able to offer a warm welcome to all visitors of the Cathedral.



Policies

Data Protection

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely, with access restricted to those involved in dealing with your application and in the recruitment process. Once this process is completed, the data relating to unsuccessful applicants will be stored for a maximum of six months and then destroyed. If you are the successful candidate, your application form and cover letter will be retained and form the basis of your personnel record. By submitting your application form you are giving your consent to your data being stored and processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record, if you are the successful candidate.

Safeguarding

Chelmsford Cathedral is committed to the protection, safeguarding, care and nurture of all children and vulnerable adults within the church community. Our Safeguarding policy complements, and is compliant with, the Church of England's safeguarding policy statement for children, young people and adults, 'Promoting a Safer Church' (2017). We follow best practice for Safer Recruitment.



Equality, Diversity and Belonging

At Chelmsford Cathedral we believe in a Church that welcomes and serves, celebrates and affirms all people, and does not discriminate on the basis of age, disability, ethnicity, gender, gender identity or sexuality. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone.

The Cathedral recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination. Chelmsford Cathedral will seek to promote the principles of equality and diversity in all its dealings and with all its staff and those who act on the Cathedral's behalf are required to adhere to this policy.

Application Process



To request an initial discussion about the role with our Head of Property & Operations, please email samantha.hughes@chelmsfordcathedral.org.uk.

To apply please complete the application form available on our website, along with a covering letter, and return to samantha.hughes@chelmsfordcathedral.org.uk

The deadline for applications is midday on 22 May.

Interviews will take place on the week commencing 25th May.

More information about the process will be provided to the shortlisted candidates nearer the time.

The successful candidate will be offered the post conditionally until all Safer Recruitment checks are completed satisfactorily. This post is offered with a four-month probation period.


Use of AI in your application

We appreciate that you may want to use AI tools to help you with your application. We're happy for you to use AI to come up with ideas and help structure your thoughts, but you shouldn't use AI to write your application for you.

One of our values is integrity, and, although we want you to demonstrate your best self, we don't want an AI-generated persona. If you simply copy and paste AI-generated content into your application, please kindly be aware that this will reduce your chances of success.

Accessibility

Should you require any reasonable adjustments to be made for you to attend the interview, please let us know.





CHELMSFORD CATHEDRAL

The Cathedral Office, 53 New Street, Chelmsford, Essex CM1 1TY

Telephone: 01245 294492

www.chelmsfordcathedral.org.uk

Registered Charity Number 1207270



@chelmsfordcathedral