



**CHIEF OPERATING OFFICER**  
Chelmsford Cathedral

Application Pack

*As the Father has sent me, so I send you.*

*John 20.21*



## A MESSAGE FROM NICHOLAS HENSHALL DEAN OF CHELMSFORD

*Thank you for your interest in the post of Chief Operating Officer here at Chelmsford Cathedral. In the following pages you will find an outline of the role and an introduction to the context. I would also be delighted to talk to you and answer any questions you may have.*

“As the Father has sent me, so I send you” (John 20.21). This has been the text that has shaped the mission and ministry of Chelmsford Cathedral over the last six years. We have been working together to serve the networks of the city, county and Diocese in creative and imaginative ways and sought to use our building genuinely as space for everyone.

At this point in our journey, we are looking for a new Chief Operating Officer who can work with our creative and committed lay and ordained team as we continue to take forward this mission and respond to this calling.

Cathedrals are currently at the forefront of mission in the Church of England, and exciting places to work. It would be great to hear from you if you feel you are being called to join us in this work.

With my thanks and best wishes.

A handwritten signature in black ink that reads "Nicholas" with a long horizontal line extending to the right.

*Nicholas Henshall  
Dean of Chelmsford  
serving East London and Essex*



## CHIEF OPERATING OFFICER CHELMSFORD CATHEDRAL

### Chelmsford

Chelmsford is one of the newest cities in the UK and is a great place to work - a vibrant city Centre with easy access to London (35 minutes to Liverpool Street Station) to the west and the Essex countryside and coast to the east.

The Cathedral is at the geographical Centre of the city and the Diocese and is home to thriving congregations which continue to develop. But the wider challenge for the Cathedral is how a small cathedral, punching above its weight and seeking to make a difference, can serve a large and complex region and the wider networks of the Diocese. Over the last six years we have come a long way in matching our resources to our ambition in the service of the networks of the city, Diocese, and region, delivering much of our ministry through the strength of our partnerships.

Chelmsford Cathedral is now at an important point in its journey, with a clear track record in delivery and innovation, established partnerships, and key relationships. Our new Chief Operating Officer will join a committed and diverse team of lay staff and clergy working together towards a common goal.

We are committed to nurturing a culture of diversity, equality and inclusion, and want to encourage applications from a diverse range of people.

You can find out more information about Chelmsford Cathedral by visiting the website ([www.chelmsfordcathedral.org.uk](http://www.chelmsfordcathedral.org.uk)). To arrange an informal conversation with the Dean please contact Marion Palmer at [marion.palmer@chelmsfordcathedral.org.uk](mailto:marion.palmer@chelmsfordcathedral.org.uk) or on 01245 294497.



## CHELMSFORD CATHEDRAL CHIEF OPERATING OFFICER

### JOB DESCRIPTION

Part Time: 25 hours a week  
Starting salary: Circa £40,950 FTE

Responsible to: The Dean  
Accountable to: The Dean

#### Overall Responsibility

To work with the Dean and Cathedral Chapter to develop and deliver the Cathedral's Strategic Priorities.

#### Key tasks:

##### Strategic

- To work with the Dean and Cathedral Chapter in a creative exploration of future possibilities through strategic planning and development processes.
- To ensure action plans are in place to deliver the Cathedral's strategy, allowing essential timeframes, milestones, and objectives to be met.
- To review current staffing and budgetary requirements in the light of future deliverables, making recommendations to the Executive Team and Chapter, as necessary.

##### Executive

- To lead, manage, motivate, and empower staff and volunteers.
- To oversee the day-to-day operations of the Cathedral according to the values, standards and budgets agreed by Chapter and the Cathedral's Constitution and Statutes

- To ensure effective management, use and future development of all the Cathedral's assets, including the Cathedral, Chapter House and the Cathedral Office
- Build relationships with other Cathedrals and relevant national church bodies
- To ensure that there are effective channels of communication internally and externally

### Safeguarding

- As the Chief Operating Officer, you will ensure that our safeguarding policies and their implementation are comprehensive, robust, and effective, and serve to keep all those with whom Chelmsford Cathedral has contact informed, empowered, and safe.
- You will create and foster a safeguarding culture that embeds learning, facilitates safe reporting, prevents harm, and ensures that we meet our obligations to be accountable to all those with whom we have contact at the Cathedral. You will ensure the standards of safeguarding are maintained across all directly delivered programs and activities, and the effectiveness of procedures and processes for responding to all safeguarding concerns are met.

### Business Development

- Increasing fundraising through contactless and on-line giving
- Developing and implementing a legacy strategy
- Working with our events management team to develop the Cathedral's offer as a venue in a way that clearly reflects the Cathedral's mission and ministry
- To establish links across the city and country which will translate into financial support for the Cathedral
- Working with both the Friends of Chelmsford Cathedral and our Music Department to develop and implement a patron and sponsorship scheme
- Developing the Cathedral's bookstall as a physical and on-line resource and income stream
- Assessing any other opportunities which arise

### Administrative/Management

- To attend meetings of the Chapter in your capacity as Chapter Clerk and other meetings as appropriate.
- To ensure compliance with current legislation and good practice.
- To be an *Ex officio* member of the Finance Committee and the Works Committee

### External

- Act as a Cathedral spokesperson as appropriate
- To ensure engagement and good communication with the Cathedral community, including the congregation, volunteers, and other stakeholders

### ***The first 12 to 18 months:***

You will join the Cathedral at a time of significant development in the team. You will therefore have a key role in shaping the team going forward. It is therefore essential that you are comfortable with elements that are provisional and are happy to review your job description with the Dean and other stakeholders on a regular basis in the first 18 months. The post is subject to the standard six-month probationary period.

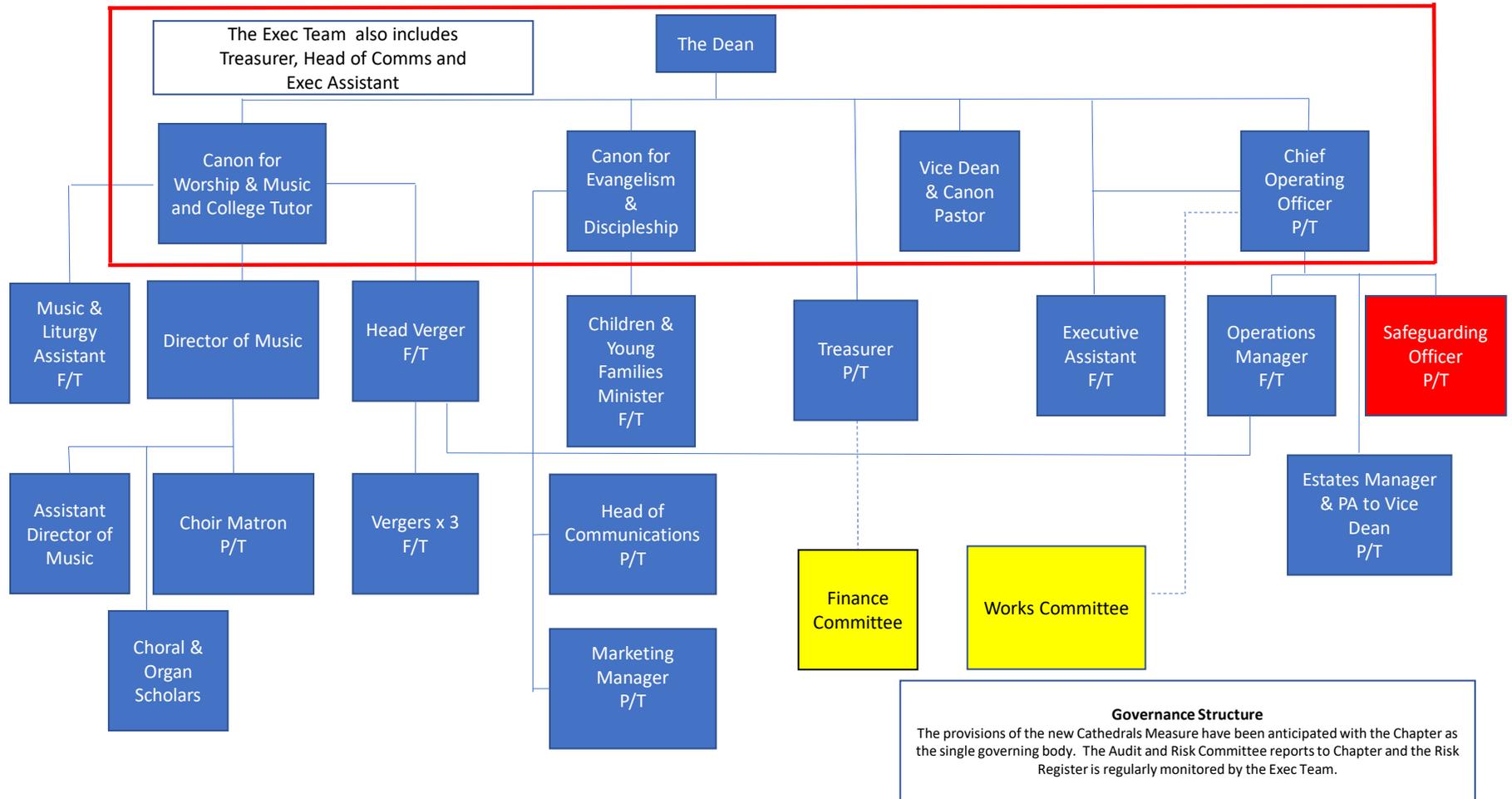
### Additional Information:

- Flexible Working is possible
- Cathedral has its own car parking

### PERSON SPECIFICATION FOR THE POST OF DIRECTOR OF OPERATIONS

Qualifications and	<ul style="list-style-type: none"> <li>• Graduate or equivalent experience</li> </ul>
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<b>training</b>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A demonstrable track record of strategic leadership and delivery</li> <li>• Working at board level or working closely with boards</li> <li>• Managing a staff team effectively</li> <li>• Experience of delivering a substantial change programme, including the development of a new ethos and culture</li> <li>• Working in partnership with external stakeholders</li> <li>• Experience of the structures and life of the Church of England or a similar institution</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Strong skills in communications, both written and oral, and an ability to express complex matters clearly and simply</li> <li>• Ability to develop an encouraging team ethos for paid staff and volunteers</li> <li>• Strong analytical powers with matching judgment</li> <li>• Managing budgets</li> <li>• Developed people skills and personal impact, with an ability to engage comfortably with all users of the Cathedral</li> <li>• Knowledge of essential management processes such as appraisal, and the requirements of employment law</li> </ul>
<b>Personal qualities and attributes</b>	<ul style="list-style-type: none"> <li>• Absolute integrity</li> <li>• Good listener with the ability to reflect critically upon different perceptions of the Cathedral, both internally and externally</li> <li>• A willingness to support and model collaboration, and participate effectively in a team culture</li> <li>• Professionalism, enthusiasm, and ability to lead with confidence and warmth.</li> <li>• Exhibit an understanding of and a commitment to the Christian values which inform the life and work of the Cathedral</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Be prepared on occasion to work outside normal office hours (for which time in lieu is granted)</li> <li>• Comfortable working in a multi-disciplinary team of lay staff and clergy with a range of different skills and gifts, and understanding their different roles and working patterns</li> <li>• A satisfactory enhanced Disclosing and Barring Service disclosure is required for this post</li> <li>• Exhibit a commitment to the Cathedral's sense of purpose and vision, and to taking as full a part as possible in the Cathedral community, mission and outreach.</li> <li>• A committed member of a Christian denomination which is in sympathy with the Church of England's life and mission. This is a genuine occupational requirement for this post</li> </ul>



Chelmsford Cathedral Staffing Chart  
with Statutory Committees