



INFORMATION PACK

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# Development Assistant

SEPTEMBER 2025





# Contents

About Us .....	<a href="#">5</a>
Job Description .....	<a href="#">6</a>
Person Specification .....	<a href="#">9</a>
Main Terms and Conditions .....	<a href="#">10</a>
How to Apply.....	<a href="#">13</a>
Safeguarding.....	<a href="#">15</a>







# About Us

## **The City of Wells**

Situated on the edge of the Mendip Hills in the County of Somerset, Wells is one of England's most beautiful and compact cities, built around the beautiful Cathedral of St Andrew. Its picturesque surroundings include a charming market square and high street, the Bishop's Palace, and the magnificent Vicars' Close, Europe's oldest continuously inhabited street.

## **The Cathedral**

Wells Cathedral deservedly has gained an enviable reputation for its lovingly maintained Gothic architecture, its world-class music, and its ministry of Welcome to some 300,000 visitors each year, as well as around 150,000 people who come to the Cathedral for services, concerts, and lectures.

Underpinning the life, worship, and ministry of the Cathedral is a diverse organisation where a lot is achieved with modest resources. It oversees a diverse tapestry of activity: a world-class music foundation; a works and estates department; a team of Virgers; the Cathedral Library and Archives; a programme of education, learning, and outreach; finance, HR, and administrative functions; volunteer management; and trading companies. The Cathedral is also a regular host to a number of external organisations who provide concerts, events, and private and public gatherings, furthering our links with the community.

Following the implementation of the Cathedrals Measure 2021, Wells Cathedral has recently registered as a Charity, and is now dually regulated by the Charity Commission and the Church Commissioners. The Chapter is the governing body of the Cathedral and the Chapter members are Trustees of the Charity. The Chapter sets the strategic direction for the Cathedral and orders its worship and mission. It has responsibility for care and maintenance of the Cathedral and its estate, as well as ensuring the Cathedral has the resources it needs for a sustainable future.

Further details of the Cathedral's life may be found on the Cathedral's website:

[www.wellscathedral.org.uk](http://www.wellscathedral.org.uk)

## Job Description

<b>Post</b>	Development Assistant
<b>Reporting to</b>	Development Manager
<b>Location</b>	Wells Cathedral, Wells, Somerset. BA5 2RB
<b>Key Purpose of Post</b>	The Development Assistant is an essential part of the Cathedral's fundraising function and provides important support to the team, streamlining processes, acting as a first point of contact and managing the fundraising database for the organisation.
<b>Main Duties and Responsibilities</b>	<p>As Development Assistant you will:</p> <ul style="list-style-type: none"><li>• Have fantastic communication skills and excellent customer service as the first point of contact for all enquiries and managing the Fundraising inbox.</li><li>• Enhance the development team through robust administration processes and providing essential administrative support across all income streams, including administering the Cathedral's Planned Giving scheme.</li><li>• Work with the Finance team to efficiently manage payment processes and administration and ensure timely acknowledgement of gifts.</li><li>• Support excellent donor engagement and stewardship through thank you letters, mailings, creation of literature and event co-ordination and support.</li><li>• Assist collating information and co-ordinating regular supporter communications across different channels to inspire people and demonstrate the impact of support.</li><li>• Deepen supporter relationships through accurately recording all income and activities on the Cathedral's CRM system. Maximise the effectiveness of the CRM and keeping records up to date. (We are currently reviewing our systems, and this role will be instrumental in supporting implementation of any new systems.)</li></ul>

**Main Duties and Responsibilities***(continued)*

- Assist in the preparation and analysis of data and reports for use by the wider team to support future plans and activity.
- Amplify the prospecting work of the team by undertaking preliminary research and preparing briefing materials, in consultation with members of the team.
- Showcase the work of the Cathedral through supporting event organisation.
- Be keen to develop your fundraising skills and undertake relevant training and skills development to keep up to date with the changing requirements of the role.
- Support the team through additional duties as reasonably required to assist the smooth and efficient running of the Development Team and maximise the impact of the fundraising function. Some weekend and out of hours working may be required.





# Person Specification

We would like to hear from you if you:

- Have enhanced the work of a team by providing excellent administrative support.
- Are passionate about working for Wells Cathedral and making an impact on an important heritage organisation.
- Are keen to expand or develop your fundraising experience. Previous fundraising experience is not essential for this role. We welcome applicants with enthusiasm and a willingness to develop your skills in an exciting and supportive environment.
- Enjoy building relationships with people and offering exceptional customer service.
- Have experience of using a CRM or a similar database system and can process data accurately and efficiently and in line with all appropriate regulatory requirements.
- Realise the importance of accurate record keeping and have excellent attention to detail and strong numeracy skills.
- Enjoy connecting with people and inspiring them through strong written and verbal communication skills
- Enjoy a varied workload and can meet deadlines and prioritise.
- Have a positive and creative approach, with experience working collaboratively.

The successful applicant will also be expected to share in Wells Cathedral's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

# Main Terms and Conditions

<b>Employment status</b>	Full-time; permanent												
<b>Hours of work</b>	35 hours per week full time. We are open to flexible working and hybrid options for this role.												
<b>Remuneration</b>	£24,000 per annum												
<b>Training</b>	Staff training and opportunities to develop your skills												
<b>Discount</b>	A discount of 10% is available from the Cathedral Shop and The Loft Café.												
<b>Parking</b>	A single car park space is provided in the Cathedral car park. Cars are parked at the risk of the owner.												
<b>Pension</b>	Defined Contribution Scheme. Contributions as % of salary: <table><tr><td><i>Age</i></td><td><i>Employee</i></td><td><i>Employer</i></td></tr><tr><td>&lt;50</td><td>3%</td><td>5%</td></tr><tr><td>50–55</td><td>4%</td><td>8%</td></tr><tr><td>&gt;55</td><td>5%</td><td>10%</td></tr></table>	<i>Age</i>	<i>Employee</i>	<i>Employer</i>	<50	3%	5%	50–55	4%	8%	>55	5%	10%
<i>Age</i>	<i>Employee</i>	<i>Employer</i>											
<50	3%	5%											
50–55	4%	8%											
>55	5%	10%											
<b>Holiday</b>	6.6 weeks per annum inclusive of bank holidays. The holiday year runs from 1 January to 31 December. Annual leave is authorised by the Development Manager.												
<b>Location</b>	Wells Cathedral, Wells. BA5 2UE												
<b>Expenses</b>	All reasonable working expenses will be met in line with Cathedral policy.												



**Probation**

This post will be subject to a probationary period of 6 months.

**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 Cathedral on health and safety and not interfere with or misuse anything provided for your health, safety and welfare.

**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.

**Safeguarding**

The post-holder will, during their probationary period, be required to satisfactorily complete learning in Health & Safety and in Safeguarding as deemed by the Cathedral to be relevant and appropriate to this post.

The appointment is subject to the satisfactory completion of all pre-employment checks, including a basic Disclosure and Barring Service (DBS) check.





# How to Apply

## Applications

Closing date: **Sunday 7 September 2025**

A completed [Application Form](#) and [Equal Opportunities Monitoring Form](#) should be returned to the Human Resources Department by email to: [recruitment@wellscathedral.org.uk](mailto:recruitment@wellscathedral.org.uk)

## Shortlisting

To ensure the fairness of the selection process, shortlisting will be based upon the information which you provide in your application and assumptions will not be made about your experience or skills.

We will look for demonstrable evidence that you meet the criteria set out in the person specification. Information provided on the application form will be viewed by HR, the recruiting manager, and interview panel. All applicants will be notified of the outcome of the shortlisting process.

## Selection Process

Interview date: **Wednesday 24 September 2025**

Further details will be provided to shortlisted candidates. The appointment will be subject to satisfactory DBS clearance and references.

## Further Information

We hope you find this pack provides all the information you need in order to consider your application for this post.

If you have any questions, or would like an informal conversation with the Director of Development about the post, please email [georgina.landau@wellscathedral.org.uk](mailto:georgina.landau@wellscathedral.org.uk).





# Safeguarding

We are committed to the safeguarding and protection of all children, young people, and adults, and the care and nurture of children within church communities. We will carefully select, train, and support all those with any responsibility within the Church, in line with Safer Recruitment principles.

This means that we will:

- Ensure that our recruitment and selection processes are inclusive, fair, consistent, and transparent;
- Take all reasonable steps to prevent those who might harm children or adults from taking up positions of respect, responsibility, or authority where they are trusted by others; and
- Adhere to safer recruitment legislation, guidance, and standards.

Further information can be found in our Safeguarding Policy available on the Cathedral website at [www.wellscathedral.org.uk](http://www.wellscathedral.org.uk)

The successful candidate will be required to complete a Confidential Declaration Form as part of our recruitment process when an offer of employment is made. This form is strictly confidential and, except under compulsion of law, will be seen only by those involved in the recruitment/appointment process. All forms will be kept securely in compliance with the UK General Data Protection Regulation and the Data Protection Act 2018.



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