

# Job Description

<b>Job title:</b>	Digital Transformation Lead
<b>Department:</b>	Administration
<b>Reporting to:</b>	Chief Finance Officer and Deputy Chief Operating Officer
<b>Salary:</b>	£50,000 FTE
<b>Employment status:</b>	fixed-term; full-time

## Purpose of the role:

The Digital Transformation Lead will spearhead the implementation of the Cathedral's Digital Strategy. Working closely with the Cathedral Leadership Team, Heads of Department, and wider stakeholders, this role will lead the integration of digital systems, improve data management, drive operational efficiency, and support audience engagement through technology. The postholder will ensure the Cathedral's digital infrastructure aligns with strategic priorities, supports compliance (including UK GDPR), and unlocks new opportunities for outreach, engagement, fundraising, and income generation.

## Main duties and responsibilities:

- Lead change management and actively support a culture of inclusion, ensuring that all members of the Cathedral community, regardless of age, background, digital literacy, or ability, can engage with and benefit from new systems and technologies.
- Create and implement change management plans including stakeholder engagement, communication strategies, training, and accessible support materials.
- Build trust and reduce resistance to change through transparent communication, sensitivity, and practical support.
- Lead the delivery of the Cathedral's Digital Strategy in collaboration with senior leadership and departmental teams.
- Oversee the delivery and integration of proposed digital solutions and critical systems, including vendor management, stakeholder coordination and budgeting, ensuring alignment with organisational needs and long-term strategic goals.
- Develop a single view of all worshippers, visitors, and users to improve segmentation, targeting, and communications.
- Ensure that all new systems and data processes are fully compliant with UK GDPR and other relevant data protection legislation.

- Identify and drive efficiencies through new ways of working, leveraging technology to enable long-term cost savings and improved workflows.
- Ensure integrated systems provide accessible and actionable data to support new commercial and fundraising opportunities.
- Improve data management practices to enhance personalised and targeted communications, deepening engagement and relationships.
- Deliver comprehensive training to staff on new systems and processes to ensure a digitally confident and capable workforce.
- Create clear, practical guides and workbooks to support the rollout and continued use of new digital tools and workflows.

## 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 is one of England's most beautiful and significant Cathedrals, which has been inspiring pilgrims for nearly 850 years. It is the seat of the Bishop of Bath and Wells and the Mother Church of the Diocese of Bath and Wells and plays an important role in the cultural identity of Somerset. The Cathedral represents the area's spiritual and cultural heritage and is for many a symbol of local pride, and a place that connects the present-day community to centuries of history and Christian tradition. Wells Cathedral has deservedly gained an enviable reputation for its lovingly maintained Gothic architecture, its world-class music, and its warm welcome to some 300,000 visitors each year, as well as around 150,000 people who come to the Cathedral for services, concerts, and events.

Underpinning the life, worship, and ministry of the Cathedral is a diverse organisation which oversees a diverse tapestry of activity. 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 is 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. Further details of the Cathedral's life may be found on the Cathedral's website: [www.wellscathedral.org.uk](http://www.wellscathedral.org.uk)

# Person Specification

## Essential

- Have the right to live and work in the UK
- Degree or equivalent experience in digital transformation, IT, business systems, or a related field.
- Strong understanding of digital systems, data management, CRM platforms, and UK GDPR compliance.
- Proven track record of leading digital transformation projects, including system integration, stakeholder engagement, and change management.
- Experience managing complex projects, including budgeting, supplier coordination, and cross-functional collaboration.
- Excellent written and verbal communication skills, with the ability to engage diverse audiences and build positive working relationships with individuals at all levels of the organisation and externally
- Experience designing and delivering training and support materials for digital tools and workflows.
- Ability to interpret data to inform decision-making, improve engagement, and identify efficiencies.
- Commitment to inclusion, accessibility, and supporting users of all digital literacy levels.
- Good time management skills – able to balance conflicting priorities and meet deadlines
- Commitment to personal development and continued learning
- Demonstrating commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults

## Desirable

- Able to work in sympathy with the aims and ethos of the Church of England
- Experience working in heritage, faith-based, or charitable organisations.
- Familiarity with digital tools for audience engagement, fundraising, and income generation.

# Main Terms & Conditions

<b>Employment status:</b>	Fixed term for 2 years												
<b>Location:</b>	Wells Cathedral, 16 Market Place, Wells, Somerset, BA5 2RB												
<b>Hours of work:</b>	Core hours are 9.00 a.m. – 5 p.m. (Monday to Friday) with an unpaid lunch break of 1 hour each day. Flexible working will be considered.												
<b>Remuneration:</b>	£50,000 per annum, payable on the 24th of the month or the nearest working day thereto.												
<b>Discount:</b>	A discount of 10% is available from the Cathedral Shop and The Loft Café.												
<b>Parking:</b>	Limited parking is available 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>Age</td><td>Employee</td><td>Employer</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>	Age	Employee	Employer	<50	3%	5%	50–55	4%	8%	>55	5%	10%
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50–55	4%	8%											
>55	5%	10%											
<b>Expenses:</b>	All reasonable working expenses will be met in line with Cathedral policy.												
<b>Holiday:</b>	5 working weeks plus Bank Holidays per year. The holiday year runs from 1 January to 31 December.												
<b>Probation:</b>	This post will be subject to a probationary period of 6 months.												

# How to Apply

## **Applications:**

Closing date: **Sunday 28 September, 11.59 p.m.**

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:**

Shortlisting date: **Wednesday 1 October 2025**

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 8 October 2025**

Further details about the interview process will be provided to shortlisted candidates. The appointment will be subject to the completion of pre-employment checks, including references and a satisfactory basic DBS check.

# 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.