

Job Description

Job title:	Head of Events and Programming
Department:	Administration
Reporting to:	Chief Operating Officer
Salary:	£40,000 per annum
Employment status:	Full time; permanent

Purpose of the role:

Our new Head of Events and Programming will have responsibility for creating and leading on the successful delivery of a vibrant and diverse range of events that supports the Cathedral's mission, builds audiences and engagement, and develops income streams. The role combines strategic planning with hands-on delivery and will lead on developing new strands of events delivery and venue hire packages.

We want to inspire more and a wider range of people to engage with the Cathedral and help us to deliver our Strategic Plan, and achieve our bold ambition to be the most joyful Cathedral in the UK. Our new Head of Events and Programming will play a key role in pushing the boundaries of expectation, with an innovative and engaging approach.

You will be passionate, entrepreneurial, ambitious, and creative with a solution-focussed approach. You will have significant experience of events delivery and the hospitality sector with excellent customer service skills. You will be able to define clear commercial goals including tracking ROI, identify risks, set robust financial plans and clear programmes of work, and tailor offers to resonate with a range of target audiences identifying emerging trends, technologies and consumer behaviours. You will be an inspiring communicator who is able to secure strategic partnerships and build networks and relationships. You will have excellent staff management experience and be able to work collaboratively and positively across all teams, including our fundraising and marketing teams, Virgers, Works team, Creative Interpretation team, and with our amazing volunteers. You will be enthusiastic about the opportunities to promote and open up the Cathedral and (when completed) Vicars' Close, and willing to challenge perceptions.

This role will play a crucial part in our vision for growth and in helping us to achieve our ambitions. As we build connections and relationships with people, carry out a range of projects, expand our visitor experience, and grow income generation opportunities, you will be joining a wonderful team at a really exciting time in our history.

Main duties and responsibilities:

- You will be leading on the successful delivery of a wide range of events across the Cathedral. From large scale Cathedral led events such as the Cider and Cheese Festival, special services, and Carols by Candlelight concerts, to smaller scale concerts and exhibitions in collaboration with other organisations.
- You will be responsible for developing a range of bespoke and standardised venue hire packages to meet a range of different opportunities. Bringing together excellent experiences that meet clients' needs whilst maximising income opportunities.
- You will support the delivery of exclusive and special fundraising events working closely with the Development Team.
- You will work closely with the Marketing Team to effectively promote events and venue hire opportunities with high impact campaigns to nurture existing audiences and develop new ones, evaluating potential and aligning with values and strategic goals. You will successfully expand this area of the Cathedral's business, raising the profile of the unique and special opportunities available.
- You will work closely with the Catering Team to ensure that the offer complements and enhances the event and resources can be planned in advance, and with the Virger, Volunteer and Works Teams to ensure successful set up/clear down. Events will be carefully planned to ensure pressure on spaces is well managed and successfully co-ordinated.
- You will have outstanding communication skills and able to work positively with a wide range of internal and external stakeholders.
- Will ensure that audience insights, data and trends are integrated into decision making around events to build new and diverse audiences, including analytics to measure ROI and with a focus on delivery.
- Experience of managing budgets and targeting resources to achieve maximum impact and outputs, with an evaluation and data led approach.
- Experience of staff and volunteer management and team leadership, developing and supporting staff to achieve their best.
- Work closely with the leadership team Directors to contribute to and drive the successful delivery of the Cathedral's Strategic Plan. You will collaborate with senior leadership to support the achievement of the Cathedral's long-term goals and Commercial Strategy.

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.

This is a really exciting time to join the team with the delivery of our Vicars' Close Project. This major project will restore this internationally significant and unique medieval site which is integral to the history and fine choral tradition of Wells Cathedral since 1348. It will safeguard the future of Vicars' Close and provide an exciting and ambitious new visitor experience and programme of events to uncover and celebrate our heritage. We are also embarking on a major restoration of our organ, which will be transformative to the life of the Cathedral and its music.

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

Person Specification

Essential

- Management experience in hospitality, events planning and delivery and customer service, with a strong track record of building audiences and visitor engagement.
- Excellent organisational skills and an ability to plan ahead, setting clear work programmes with clear milestones.
- Strong budget management and project delivery experience, and able to work across multiple priorities.
- Ability to review and reflect on lessons learnt and improve and develop process to maximise effectiveness with a solution focussed approach.
- A collaborative team player who is able to communicate clearly across the whole organisation, bringing people together, ensuring the right resources are in place to deliver with setting out roles and expected outcomes and have experience of positively managing change.
- Passionate about the wide range of opportunities and experiences the Cathedral can offer, and a creative thinker, who is able to develop new experiences and opportunities for engagement.
- A strategic thinker able to use their initiative and effectively influence and inspire.
- A Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults.

Main Terms & Conditions

Employment status:	Permanent												
Location:	Wells Cathedral, 16 Market Place, Wells, Somerset, BA5 2RB												
Hours of work:	5 days (35 hours) per week on average. Core office hours are 9.00 a.m. – 5.00 p.m. (Monday to Friday) with an unpaid lunch break of 1 hour each day. Flexible working will be considered.												
Remuneration:	£40,000 per annum, payable on the 24th of the month or the nearest working day thereto.												
Discount:	A discount of 10% is available from the Cathedral Shop and The Loft Café.												
Parking:	Parking is available in the Cathedral car park for up to one vehicle. Cars are parked at the owner’s risk.												
Pension:	Defined Contribution Scheme. Contributions as % of salary: <table><tr><td>Age</td><td>Employee</td><td>Employer</td></tr><tr><td><50</td><td>3%</td><td>5%</td></tr><tr><td>50–55</td><td>4%</td><td>8%</td></tr><tr><td>>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%											
Expenses:	All reasonable working expenses will be met in line with Cathedral policy.												
Holiday:	6.6 weeks inclusive of bank holidays per year. The holiday year runs from 1 January to 31 December.												
Probation:	This post will be subject to a probationary period of 6 months.												

How to Apply

Applications:

Closing date: **Thursday 30 October 2025, 5.00 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

Shortlisting:

Shortlisting date: **Friday 31 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: **Monday 3 November 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 enhanced 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.

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.