



Job Description – November 2018

Job title: Visits Team Member **Grade:** A

Department: Visitor Services

Reporting to: Visits Manager

Head of Department: Director of Visitor Engagement

Introduction to working at St Paul's Cathedral

St Paul's draws together a very diverse set of activities, projections and aspirations. It is the Cathedral of the Diocese of London and the seat of its Bishop, a national church and an international spiritual focus, a space for worship and holiness, a place of debate and challenge, an icon of resilience in the face of adversity, an architectural heritage centre, a partner in the City of London, and a commercial enterprise. In addition to holding four services every day (five on Sundays), St Paul's is open for sight-seeing six days a week, and last year welcomed over 800,000 paying visitors.

Our Vision

- St Paul's Cathedral seeks to enable people in all their diversity to encounter the transforming presence of God in Jesus Christ.
- As a community of worshippers, staff and volunteers we work with care and imagination to be a centre for welcome, worship and learning which inspires successive generations to engage with the richness of the Christian faith and its heritage.
- We aim to do this with confidence, compassion and creativity, promoting dignity and justice for everyone.
- We work with the Bishop and Diocese of London and the wider church, as a spiritual focus for London, the nation and the world.

Our Values

- Love, joy, peace, patience, kindness, generosity, faithfulness, gentleness and self-control;
- To uphold integrity, honesty and openness in what we do;
- To aim for the highest possible standards in everything we do, acknowledging that we cannot do everything;
- To make our operations as just and as sustainable as we can;
- To foster and encourage diversity, being inclusive and challenging to ourselves as well as others.

Purpose of job

To welcome all visitors and to provide appropriate access, information and assistance for the benefit of their visit, providing exceptional customer service, operating in a safe and secure manner in all activities, and following best practice and the relevant Cathedral procedures and policies.

Main Duties

1. Welcoming visitors and making them feel valued; creating a good first and lasting impression of St Paul's Cathedral.
2. Providing information and assistance to visitors as required; proactively interpreting the building, its history, religious significance and architectural features.
3. Responding informatively to visitors' enquiries and after training, on historical matters, special exhibitions and events, and using the knowledge gained.
4. Patrolling of Whispering, Golden and Stone Galleries, the Church Floor and Crypt in order to ensure safety and visitor conduct.
5. Conducting general security surveillance, dealing with suspicious occurrences and being alert for emergency situations and providing assistance as required.
6. Assisting with the evacuation of the Cathedral in accordance with the emergency procedures.
7. Assisting at special services and events with managing the public inside and outside the Cathedral.
8. Staffing the fire doors during services and other performances.
9. Assisting as required in Christian worship within the Cathedral.
10. Altering signage as directed by senior staff.

11. Escorting lost children and assisting them to be reunited with their groups/families.
12. Maintaining awareness of and complying with Chapter's policies, including Health & Safety, Security and Safeguarding.
13. Any other duties as detailed by the Visits Manager or appropriate manager e.g. operating tills, cash handling etc.
14. Any other appropriate duties that the line manager, senior management or Chapter may occasionally request.

The job description is an operational document that does not form part of your contract of employment. It may be that from time to time you are expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of your duties. St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

Person Specification

Essential

- Excellent welcome and customer service skills, ideally gained in a visitor-facing role in a busy environment open to the public
- A friendly, helpful disposition and the ability to deal appropriately with people in all walks of life
- Good communication skills in English, written and spoken
- Willingness to solve problems
- A calm disposition, team working skills and the robustness to deal with sometimes challenging situations
- High standards of personal appearance and behaviour appropriate to a major place of worship
- Physically fit and capable of working on feet daily with the ability to climb steps and walk the distances involved, and work at heights in the cathedral's indoor and outdoor galleries as part of the regular duties.

Desirable

- Experience of computerised till operations; able to demonstrate efficiency and accuracy
- Advanced skills in a language other than English that has significant representation among visitors to the Cathedral

The successful candidate will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.

TERMS OF EMPLOYMENT

Salary	£20,456 per annum on an incremental scale rising with training and experience over three years
Hours of Work:	Basic hours of work are 35 hours average per week on a 4 weekly rotation excluding a lunch break of one hour, on five days between Sunday and Saturday. This includes Bank Holidays, Christmas and Easter. Rest days will vary according to the rota.
References	Appointment is subject to satisfactory references.
Holiday:	25 days per annum plus eight statutory holidays.
Pension:	<p>There is a Defined Contribution Group Personal Pension scheme. Staff will be assessed under auto enrolment rules and if eligible, are automatically enrolled into the scheme. Those who are not automatically enrolled will have the option of voluntarily opting in. The standard contribution starts at 5% from the employer with a compulsory 1% from the employee. Increased optional employee contributions are matched by the employer with each additional 0.25% contributed voluntarily by the employee being matched by the employer up to a maximum contribution of 7.5% from the employer, making a joint total maximum pension contribution of 11%.</p>
Dress:	Cathedral Staff uniform will be supplied and must be worn exclusively.
Life Assurance	A Life Cover scheme is in operation
Probationary period	Three months.

In order to apply, please visit www.cofepathways.org

The closing date for applications positions is 23rd November 2018, with an assessment day being held on 3rd December 2018.