

Job Description – January 2020

Job Title: Sunday Galleries Visitor Experience Assistant
29 March to 25 Oct 2020 (6 month Fixed Term Contract)

Department: Visitor Experience

Line Manager: Visitor Experience Manager

Head of Department: Head of Visitor Experience

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 Mission Statement

St Paul's Cathedral seeks to enable people in all their diversity to encounter the transforming presence of God in Jesus Christ.

Our Vision

- St Paul's is seen primarily as a living Christian Church
- We will be a centre for welcome, worship and learning, and though our care and imagination, will inspire successive generations to engage with the richness of the Christian faith and its heritage.
- Working with the Bishop and Diocese of London and the wider Church, we will be a spiritual focus for people across London, the nation and a broader international audience.
- Our work will promote dignity and justice for everyone.

Our Values

Welcome – we all offer a warm inclusive welcome to everyone: our colleagues, volunteers and each and every visitor

Responsible – we are all responsible for each other and for part of the whole of the Cathedral's work, not the whole of a part

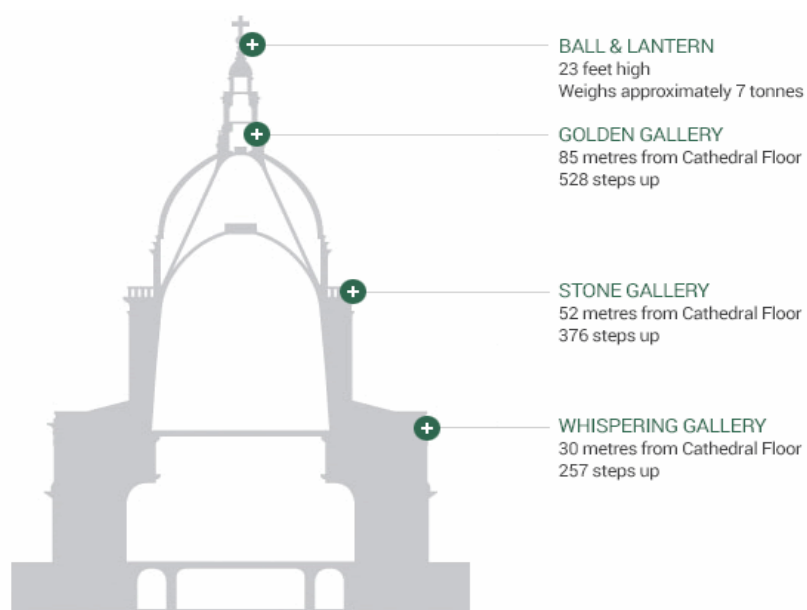
Effective – we are professional and do what we say we are going to do

Nourish – we have a learning culture, not a blame culture

Purpose of the Job

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

The Canon Treasurer is the Chapter member with responsibility for this area of work.



Main Duties

- Welcoming visitors and making them feel valued; creating a good first and lasting impression of St Paul's Cathedral.
- Selling tickets where necessary to the Cathedral following till procedures and maintaining accuracy and security of cash/contents of till drawers at all times
- Checking visitors' tickets at the designated entrances.
- Patrolling of the Golden and Stone Galleries and linking spaces (at Whispering Gallery level) and staircases to ensure visitor safety
- Ensuring the Cathedral's public areas are tidy, prepared and maintained for admission of visitors

- Providing information and assistance to visitors as required; proactively interpreting the building, its history, religious significance and architectural features.
- Identifying lost children and ensuring the manager / team leader is aware and assisting them to be reunited with their groups/families.
- Being aware of the need to maintain security by being ever vigilant, reporting suspicious occurrences and being alert for emergency situations and providing assistance as required.
- Assisting with the evacuation of the Cathedral in accordance with the emergency procedures.
- Maintaining awareness of and complying with Cathedral policies, including Health & Safety, Security and Child Protection.

Any other appropriate duties that the line manager, senior management or Chapter may request from time-to-time.

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

Physically fit and capable of working on their feet all day 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. This role involves the use of a lift to the Whispering Gallery level and climbing the Cathedral's 271 steps between the Whispering Gallery level and Golden Gallery level during every shift.

- Prepared to work outside in all weathers and able to maintain a happy disposition. Appropriate protective uniform will be provided.
- Excellent welcome and visitor 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
- 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
- Willingness to solve problems

Desirable

- Experience in cash handling, iPad and 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.

Main Terms of Employment

Contract	6 months Fixed Term (29 March to 25 Oct 2020)
Salary	£11.46 per hour (£4,091 per annum pro rata for 1 day per week i.e. 20,456 per annum full time equivalent)
Hours of Work	Part time - 7 hours per week (Sunday)
References	Appointment is subject to satisfactory references.
Probationary period	1 month
Life Assurance	A Life Cover scheme is in operation.
Pension	The Cathedral has a Group Personal Pension Scheme, with employer and employee contributions.
Holiday	4 days for the duration of the contract with 12 April 2020 compulsory as 1 of these days

You will be required to be available for an initial training period of five consecutive days and then be able to commit to working every Sunday for the period of the contract.

In order to apply, please visit <http://www.cofepathways.org/>

The closing date for applications positions is 1 January 2020, with an assessment day being held on 13, 14, 15 & 17 January.