



Job Description May 2018

Job Title:	Visits Supervisor
Department:	Visitor Engagement
Reporting to:	Visits Manager
Head of Department:	Head 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 the Job

To assist the Visits Manager in the day to day management of the Visits team in their role of welcoming visitors to the Cathedral; to deputise for the Visits Manager in his/her absence. To be part of the team supervising the welcome and running of services and events in the Cathedral when staff from either Visits or Admissions are required to work. Aware of the need to liaise closely with the Virgers, Admissions Supervisor and others concerned with the Cathedral's welcome. The Canon Treasurer is the Chapter member with responsibility for this area of work.

Main Duties

1. Assisting the Visits Manager in the operational management of the team, including the production and issuing of the daily, weekly and yearly rotas. Management and recording of hours, overtime, annual leave, lateness and absence.
2. Deputising for the Visits Manager in their absence, including attending planning and other meetings.
3. Maintaining a strong presence on the Cathedral Floor for the effective performance of duties and to support the team members in the delivery of an excellent visitor experience.
4. Supervising the team working at services including Evensong, Sundays, Good Friday, Christmas Eve (Midnight Mass), Christmas Day and evening events. Supervisory responsibility for team members and team leaders during sightseeing hours.
5. Assisting the Visits Manager in the management of the team including: in particular, meeting with the Visits team members daily to discuss the day's agenda; the annual appraisal of Visits team members; the training of the Visits team members and maintaining the relevant records; ensuring the Visits team are fully conversant with relevant processes; the completion of paperwork required for payroll purposes, including timesheets and notifications of staff leaving/joining; and assisting with performance management.
6. Managing difficult or challenging situations on the Cathedral Floor including assisting in emergency incidents.

7. Attending any emergency/first aid situations on the Cathedral Floor, taking charge and ensuring safety of casualty, first aider and the public. Ensure the recording of any incidents requiring first aid in the accident report book and the appropriate delivery to the correct person.
8. Allocation, maintenance and accounting for the stock of radios and maintaining records of uniform allocation.
9. Liaising with the Virgers to ensure adequate staffing for special services and events.
10. Setting an example of excellence in punctuality and personal conduct to the Visits team.
11. Awareness of, and compliance with Cathedral policies, and supporting the Visits Manager in communicating and managing the team and the operations in line with Cathedral policies, including health and safety/near misses, emergency incidents including evacuation, safeguarding, access, security, sustainability etc.
12. Any other reasonable duties as requested.

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

- Have a friendly, helpful disposition and be able to relate easily to members of the public
- Have a good conversational manner in English, and ideally be fluent in a second language
- Have experience of customer service in a busy environment open to the public
- Be calm and reliable
- Have good organisational skills and proven experience of cash handling and related procedures
- Have the skills and confidence to supervise team members and ideally, have proven experience of working successfully in a supervisory role

- Be prepared to observe Cathedral rules and procedures, particularly with regard to Health & Safety regulations and emergency evacuation of the building
- Be competent in the use of information technology
- Maintain high standards of personal appearance and behaviour appropriate to working as a supervisor in the environment of a major place of worship

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

Main Terms of Employment

Salary	£24,000 per annum
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 and DBS	Appointment is subject to satisfactory references
Probationary period	3 months
Life Assurance	A Life Cover scheme is in operation.
Pension	The Cathedral has a Group Personal Pension Scheme, with employer and employee contributions.
Holiday	25 days per annum plus eight statutory holidays.

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

The closing date for applications is Friday 18th May at midday.

Interviews will take place on Thursday 24th May 2018.