

Job Description – January 2020

Job Title: Visitor Experience Manager **Grade:** C

Department: Visitor Experience

Strategic Directorate: Director of Visitor Engagement

Line Manager: Head of Visitor Experience

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 in 2018 welcomed over 850,000 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 ensure the delivery of the highest of standards of visitor experience by the Visitor Experience Team. This achieved through the management and coordination of the Visitor Experience Assistant team on a day-to-day basis.

To ensure that Visitor Experience Assistant team members are supported in delivering their responsibilities by providing effective performance management, including the completion of performance reviews and appraisals, and the delivery of training.

To ensure that Cathedral activities, including special services, are delivered with exacting standards and appropriate staffing arrangements by proactively liaising with the Virgers team on a regular basis. To be the duty manager on a daily basis and for special services and events as operationally necessary

Main Duties

- Line manages Visitor Experience Assistants (approx. 17 team members per manager – total team of approx. 70 staff). Sets objectives and completes annual appraisals.
- Is Visitor Experience duty management cover of the cathedral on a rolling rota basis
- Holds day-to-day operational responsibility for managing the Visitor Experience Assistants team (daily approx. 27 staff), ensuring visitor experience standards are met and that staffing levels are appropriate.
- In collaboration with Visitor Experience Managers team members ensures the daily rota is always completed in advance.
- Ensures peoples individual circumstances and any particular reasonable adjustments are taken into account appropriately when creating the rotas.
- Approves requests for annual leave and conducts back to work interviews in a timely manner
- Holds daily briefings to ensure the entire team is up to date with day-specific information, key information regarding upcoming events and are motivated to start the day with a smile.

- Proactively liaises with Cathedral floor volunteers and the multi-media guide teams on a day-to-day basis to ensure an informed and joined-up approach to delivering the experience
- Proactively liaises with Virgers on a day-to-day basis and assumes necessary responsibility for collaborative planning for delivery of special services.
- On the day responsibility for solving ticketing issues and escalating to the IT department when necessary
- Cash handling and ticket selling – issuing and checking in floats and takings and able to fully operate the tills or other ticket-issuing equipment if needs require.
- Is the daily first point of contact for dealing with visitor complaints and issues
- Delivers performance management on a day-to-day basis across the entire team
- Manages Visitor Experience Assistants' absence on a day-to-day basis including reporting and any necessary follow-up.
- Following the completion of appropriate training delivers training to Visitor Experience Assistants on both a planned sessions and on-the-job basis
- Attends regular Visitor Experience Manager team meetings to ensure consistency of management approach and efficient sharing of information
- Is a first aider and can fulfill the requirements of being a first responder to emergency situations or first aid incidents.
- Has a specialist area of responsibility e.g.
 - Welcome iPad content development
 - Talks training
 - Manual handling training
 - Social secretary
 - Uniform management
 - Accessibility & Diversity champion
 - Departmental stock management
 - Orders of Service, Ticket stock, leaflets etc.

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

We are looking for someone with:

- A demonstrable track record in delivering effective visitor experience management within an arts, heritage or visitor attraction.
- Experience of daily operational team management of a visitor attraction or similar
- Demonstrable experience of supervising or line managing teams of operational staff
- Willing to complete line management and performance management training
- Experience of delivering training to teams and individuals or the willingness to do so after having received appropriate training
- Experience of recruiting team members
- Experience of dealing with customer complaints
- First aid trained or willing to complete training
- Cash handling experience
- Experience of delivering briefings to large teams of staff
- Experience of delivering excellent experience though liaising with other teams
- Experience of ticketing systems or similar
- Experience of performance management and driving customer standards

Main Terms of Employment

Salary	£34,242 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 5th February 2020

Interviews will take place on 10th February 2020.