

Job Description – January 2020

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| Job Title: | Visitor Experience Assistant | Grade: A |
| Department: | Visitor Experience | |
| Strategic Directorate: | Director of Visitor Engagement | |
| 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 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

- **Welcoming** – we all offer a warm inclusive welcome to everyone: our colleagues, volunteers and each one of our visitors
- **Responsible** – we are people of integrity, each responsible for part of the whole of the Cathedral's work, looking after the Cathedral for the next generation
- **Engaging** – we seek to engage everyone in our mission, at the Cathedral, within London and across the World
- **Nourishing** – As a community we work together in a learning environment, aiming for the highest possible standards in everything we do whilst acknowledging that we cannot do everything

Purpose of the Job

To ensure the delivery of the highest of standards of visitor experience by welcoming all visitors, providing appropriate access, information and assistance taking into account the individual visitor's needs.

To ensure a seamless experience for the visitor by working across all areas of the Cathedral experience from initial welcoming at the Cathedral's entrances to ticket selling and providing information and guidance throughout the visit.

Main Duties

- Delivers a confident, nuanced and informed welcome to all visitors at all times
- Provides invigilation for Cathedral floor, Galleries, exterior approaches and entrances and sells tickets and merchandise
- Operates ticket selling equipment and handles cash and vouchers in accordance with Cathedral procedures
- Supports the security screening and bag checking function as operationally necessary
- Provides interpretation incorporating varied aspects of the St. Paul's Cathedral experience
- Maintains awareness of surroundings with security in mind; communicating suspicious circumstances appropriately, responding to emergency situations and summoning help as required
- Assisting in the evacuation / invacuation of the Cathedral in accordance with procedures
- Escorting lost children in assisting them to be reunited with their groups/families in accordance with Cathedral procedures
- Proactively manages crowding visitors and queues ensuring at all times that visitors remain informed and receive clear information
- Delivers short tours & talks (bite-sized talks during briefings, potentially extended to a visitor offer)
- Collects feedback and survey results from visitors
- Opportunities to apply to train other team members, after appropriate training

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

- 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
- Experience in cash handling and computerised till operations; able to demonstrate efficiency and accuracy
- Willingness to solve problems and in particular the ability to troubleshoot ticketing equipment issues
- 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
- Able to work at heights in the cathedral's indoor and outdoor galleries and working outside in all weather, as part of the regular duties

Desirable

- 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.

Applicants must have the right to work in the UK.

TERMS OF EMPLOYMENT

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| Salary | £20,865 per annum on an incremental scale rising with training and experience over three years |
| Hours of Work: | Basic full time hours of work are 35 hours average per week on a 4 weekly rotation excluding a lunch break of one hour, on five days out of seven between Sunday and Saturday. This includes some weekend working, Bank Holidays, Christmas and Easter. Rest days will vary according to the rota. |
| References: | Appointment is subject to satisfactory references. |
| Holiday: | 25 days pro rata per annum plus eight statutory holidays. |
| Pension: | The Cathedral has a Group Personal Pension Scheme, with employer and employee contributions. |
| 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 is 30th January 2020.

Interviews will take place on 3rd and 7th February 2020.