**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **Job title** | **Visitor Experience Assistant**  |
| Reporting to | Visitor Experience Manager |
| Reportees | N/A |
| Full Time/Part Time (hours) | Both full time (37.5 p/w) and part time positions (hours vary) available  |
| Salary | Living wage  |

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| Overall purpose of post |
| You’ll be the face of the Cathedral, delivering an exceptional welcome to every visitor. You will be responsible for welcoming every visitor as they arrive, encouraging them to make a donation, and facilitating events.The breadth of the role makes this job both interesting and challenging – with no two weeksbeing the same. You will need to be able to work flexibly with a wide range of stakeholders,from visitors and volunteers to colleagues and external partners. **Who you will be*** Someone who enjoys meeting and talking with members of the public
* Someone who enjoys meeting and working with people from a wide variety of backgrounds and experiences
* Friendly, personable, responsible, reliable.
* Doesn't have to be a practicing Christian but must have an appreciation for the Cathedral's heritage and purpose.
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| Context in which Cathedral jobs are carried out |
| Bristol is the largest city in the South West and the Cathedral is set on College Green, at the centre of this modern, vibrant and diverse city. The city has much to celebrate and enjoy – with a vigorous business and cultural life and a strong festival tradition. Originally a trading and merchant port it has become a centre for financial and business services, creative industries, distribution and retail. The population is increasingly young and there is a strong global majority population. The Cathedral has been a Christian presence in the city for nearly 900 years and is part of the wider Diocese of Bristol which extends from Swindon through South Gloucestershire and North Wiltshire. We want to reach out to the city and make people welcome. Our vision is to:* Follow Jesus Christ
* Serve Others
* Transform Communities
* Worship God and
* Support our Bishops and Diocese

The Cathedral has four values which are to be Open, Generous, Creative and Brave. We expect all members of the Cathedral team to act in a way that reflects these values.In 2023, the Cathedral took on care of The Lord Mayor’s Chapel, a 13th century chapel across College Green. The role involves working across both sites. |

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| **What you will be responsible for**  | **You will do this by…**  |
| **Providing an exceptional welcome to every visitor, whatever the reason for their visit**  | * Warmly welcoming visitors to the Cathedral and providing exceptional customer service throughout their visit
* Living out values of welcome and inclusion
* Maintaining high standards of presentation front of house, from keeping the welcome area tidy to ensuring leaflet stands are well stocked and signage is up to date
* Work with the Visitor Experience Manager and Visitor Experience Education Officer to facilitate group and education visits
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| **Work closely with volunteers**  | * Being the first point of contact for front of house volunteers
* Greeting front of house volunteers and ensuring they are briefed about the day ahead
* Supporting volunteers to understand and embody Bristol Cathedral’s Vision
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| **Maximising visitor generated income**  | * Confidently encouraging visitors to donate and complete a Gift Aid form
* Encouraging visitors to buy tour tickets and guide books
* Promoting The Lord Mayor’s Chapel
* Selling items in the gift shop
* Operating tills and card machines
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| **Delivering events**  | * Support the delivery of events in and for the Cathedral and The Lord Mayor’s Chapel, from ticket checking to fire marshalling, stage building and refreshment sales
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| **Following front of house processes and support wider Cathedral operations** | * Working closely with the Verger department, ensure the smooth running of the Cathedral’s day to day operations
* Following cashing up processes
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| **Support the wider Visitor Experience Department** | * Supporting the wider visitor experience team across both Cathedral sites
* Attending regular department meetings
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| Health and safety | * Support Cathedral operations to ensure the safety and security of the Cathedral and its visitors by acting as the eyes and ears on the ground and reporting any concerns immediately to the appropriate colleagues
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| **Generic responsibilities of all staff** |
| All staff are required to follow the policies and procedures set out in the staff handbook. All staff are expected to pay particular attention to the requirements of the child and adult safeguarding policies and health and safety. All staff are expected to treat each other with respect and dignity in the workplace.  |

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| Person specification |
| Attributes | Essential (or expected to train/qualify to that standard) | Desirable |
| Qualifications and Training  |  | * GCSEs including English Language and Maths or equivalent
* Knowledge of safeguarding
* Knowledge of data protection
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| Experience | * Experience working in a customer or visitor facing role

  | * Experience of working events
* Experience working with volunteers
* Experience working in a heritage or visitor attraction
* Familiar with using a till and cashing up

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| Knowledge, skills and abilities | * Good IT skills, including the use of the Microsoft suite
* Positive and enthusiastic attitude
* Excellent organisational skills – an ability to juggle tasks and deadlines.
* Ability to think creatively and flexibly to solve problems
* Ability to work independently and using own initiative
 | * Knowledge of the heritage sector as staff, volunteer or visitor
* Ability to work in teams
* Awareness of issues of racial justice, including the legacy of historic slavery in Bristol
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| Behaviours | * Excellent customer service
* Outstanding communication and interpersonal skills
* Flexible and adaptable, able to find creative solutions
* Highly organised
* Good attention to detail
* Work in a collaborative and open way with colleagues
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| General | * To be in sympathy with the Cathedral’s Christian mission and the values of the Church.
* To act with integrity and honesty.
* Willingness and ability to work the hours outlined in this job description
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| General notes |
| This is a description of the job as it is currently defined. It is the practice of Bristol Cathedral to periodically review job descriptions as the priorities and requirements of the Cathedral change over time. The review would be conducted by the line manager, in consultation with the post holder. Bristol Cathedral reserves the right to make changes to the job description, in line with the procedures set out in the staff handbook. The post holder will work to a rota which covers Monday to Sunday every week. Evening work will also be required. The post holder must be over the age of 18, as there will be lone working, potential for working evening events and the sale of alcohol. |

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| Date of issue | X X 2023 |
| Review date | X X 2024 |