

BRISTOL CATHEDRAL

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Visitor Experience Assistant
Reporting to	Visitor Experience Manager
Reportees	N/A
Full Time/Part Time (hours)	Part Time (15 hours – to include weekend working)
Hours	This role will require some evening and weekend work.
Salary	£13.45 per hour – Real Living Wage
Other benefits	- Cycle to Work scheme - Employee Assistance Programme - Discount in Cathedral shop and café - Church of England church workers pension scheme with 7% employer contribution, with 5% employee contribution
Holiday	25 days plus bank holidays per year, pro rata for part time employees
Pre-employment checks	This role will be subject to the following pre-employment checks: DBS check, Right to Work in the UK and references. We also require the successful candidate to complete our <i>Basic</i> and <i>Foundation</i> Safeguarding training.

Overall purpose of post
To deliver excellent visitor service in the Cathedral and support and work alongside our Welcome Host volunteers. The post holder is expected to be a champion of excellence in great customer service and accessibility for the wider Visitor Experience and volunteer team. To ensure standards of safety, to ensure the team's welfare, facilities and activities such as donation points and information points are maintained, and tidiness of the Cathedral visitor areas and support the retail and catering activities at the Cathedral.

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 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. We are open every day of the year, hosting 3 daily services of worship, alongside a wide and varied programme of events and activities. See www.bristol-cathedral.co.uk for more information.

You'll work closely with the Visitor Experience Manager and other team members to deliver an exceptional visitor experience in Bristol Cathedral, supporting our vision and values. You'll be joining a small, focused team who are collectively responsible for giving every visitor to the Cathedral a warm welcome, encouraging donations and operating a till to sell items from our Cathedral Shop.

The breadth and variety of the role make this job both interesting and challenging – with no two days being the same. You will need to be able to work flexibly with staff and volunteers - a fantastic team who are committed to making a positive difference to everyone who encounters the Cathedral.

Responsibilities and accountabilities	Nature and scope of role
Providing an exceptional welcome to every visitor, whatever the reason for their visit.	- Warmly welcome visitors to the cathedral and provide exceptional customer service throughout their visit. opportunities where appropriate - Develop a basic and broad understanding of the working of the Cathedral and its mission as well as its rich history to help answer queries. - Supporting excellent safeguarding of children and vulnerable adults within the visitor experience team. - Ensuring the Cathedral welcome area, reception desk and shop areas are kept clean and tidy and any potential safety issues such as fire hazards or trip hazards are dealt with or escalated promptly. - Ensure leaflet stands are kept tidy and well stocked, alerting team leaders to potential low stock issues in a timely manner.
Demonstrating our values of welcome and inclusion	- Assist visitors with suitable accessibility information and helping with broader requests for general visitor information as appropriate.
Maximise visitor generated income	- Confidently ask for donations and Gift Aid from visitors - Encourage visitors to make secondary spend purchases such as booking on tours, purchasing shop items or visiting the Cathedral café. - Ensure our cash and card transaction handling policy is followed.
Work closely with volunteers	- Being the primary point of contact for Volunteer Welcomers and Guides while on shift. - Supporting volunteers to understand and embody Bristol Cathedral's Vision. - Work with colleagues to champion effective volunteer integration across the organisation. - Ensure that each volunteer feels valued and welcomed in the Cathedral.

Support the wider Visitor Experience Department	- Supporting the wider visitor experience team across both Cathedral sites where required throughout the year, delivering guided tours and on-the-day visitor experience delivery. - Be the face of tours along with our volunteer Tour Guides and oversee a smooth, on-the-day experience.
Health and safety	- Supporting the safety and security of the Cathedral and its visitors by reporting any concerns immediately to the appropriate colleagues.

Generic responsibilities of all staff	
As the Cathedral runs with a small team all staff are expected to act flexibly and cover for each other occasionally when required. Duties could include: • Welcoming and helping any visitors and volunteers who need assistance, providing a high level of care and attention. • Dealing promptly and courteously with any in-coming queries and telephone calls. Assisting with events, services and meeting organisation.	
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. All staff are expected to support the vision and values of the Dean and Chapter of Bristol Cathedral.	
To undertake as requested other duties as may reasonably be expected.	

Person specification		
Attributes	Essential (or expected to train/qualify to that standard)	Desirable
Qualifications and Training	- At least 5 GCSEs including English Language and Maths or equivalent competence in numeracy and literacy	- Qualification in a relevant field such as NVQ.
Experience	- Experience working in a customer or visitor facing role - Familiar with using a till and cashing up	- Experience working in a heritage or visitor attraction or a place of worship in a similar role. - Experience of working in a charitable organisation, a place of worship or working with

		volunteer teams.
Knowledge, skills and abilities	- Good IT skills, including the use of the Microsoft suite - Positive and enthusiastic attitude - Ability to remain positive and professional in different circumstances - Ability to work effectively in a team	- Awareness of issues of racial justice, past, present and future.
Behaviours	- Excellent customer service ethos - Outstanding communication and interpersonal skills	
General	• To be in sympathy with the Cathedral's Christian mission and the values of the Church. • To act with integrity and honesty.	

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 main place of work will be the Welcome desk and shop at Bristol Cathedral.

Date of issue	July 2026
Review date	July 2027