

JOB DESCRIPTION

Job Title:	Visitor Experience Assistant (x3)
Team:	Visits
Location:	Cathedral
Line Manager:	Visitor Experience Manager
Matrix reporting line:	Head of Operations
Contract type:	Fixed term: 2 years.
Hours:	(x1) Full time, (x2) Part time
Date of completion:	March 2022

1	Job Purpose
	The Visitor Experience Assistant, working with volunteers and other colleagues, will ensure the smooth day to day running of the Visitor desk. This is one of our front-line roles and is critical in ensuring the Cathedral's interaction with the public is positive.
2	Principal Accountabilities
	<p>To seek donations from the public when they enter the Cathedral, including encouraging gift-aid donations, in order to ensure the financial viability of the Cathedral for future generations;</p> <p>To ensure the West Porch is welcoming, clean and well stocked with relevant promotional materials so that visitors receive a positive first impression;</p> <p>To support operations in ensuring the safety and security of the Cathedral and its visitors by acting as the eyes and ears on the ground and reporting any concerns to the Vergers or appropriate colleagues;</p> <p>To communicate and work in conjunction with Cathedral employees and volunteer teams to ensure events and busy days run smoothly.</p> <p>To provide some out of hours, front of house cover for events, including ticketed events.</p> <p>To assist in the on-site management of group visits; primarily way-finding.</p>
3	Level of Responsibility
a	People The post holder doesn't have any direct line reports but will have a close relationship with fellow Visitor Services Assistants, Volunteers and the Verger team.
b	Financial Management Indirect responsibility for Visitor Donation income targets as agreed with Visitor Experience Manager and for reporting donation activity to appropriate colleagues.
4	Contacts
	<p>Internally with:</p> <ul style="list-style-type: none"> ▪ Lay and ordained colleagues as appropriate to ensure there is shared knowledge of visitor behavior, donation levels and events on site. ▪ Visitor facing volunteers, most notably the Welcomers, to ensure they are engaged and valued. <p>Externally with:</p> <ul style="list-style-type: none"> ▪ Members of the public; regular Cathedral visitors, worshippers, pilgrims and tourists.

5	Special Requirements
	<p>This role will require regular weekend working (Saturdays), periodic evening working and a flexible approach to working hours at busy times.</p> <p>This role requires the post-holder to regularly work weekends, bank holidays and some evenings. A suitable working pattern will be agreed with Visitor Experience Manager and Head of Operations.</p> <p>Mandatory health & safety and safeguarding training will be provided.</p> <p>Chichester Cathedral is a living church and applicants should be in sympathy with our Christian mission.</p>
6	<p>Qualifications, Skills and Experience</p> <p>Qualifications General standard of education but must be numerate and comfortable working with figures.</p> <p>Skills Excellent interpersonal skills with the ability to communicate with a variety of people; Excellent team player who enjoys contributing to the success of an effective team; Confident in approaching people and “selling” the Cathedral</p> <p>Experience- Aptitude to deliver high quality customer or visitor service. Experience of sales, heritage or religious environment is desirable but not essential as aptitude is as important.</p>
	<p>Qualifications – GCSE or equivalent Maths.</p> <p>Experience – Delivering exceptional quality service to customers or visitors in an equivalent role. Experience of a sales, heritage or religious environment would be desirable.</p> <p>Skills – Strong people skills and effective team working. Excellent customer/visitor service skill, self-starting and confidence to problem solve.</p>