



Visitor & Learning Centre Assistant

Job Description and Person Specification

About Peterborough Cathedral

Peterborough Cathedral is the mother church of the Diocese of Peterborough, one of 43 Dioceses in the Church of England and 44 cathedrals. It is the seat of the Bishop of Peterborough. Its ministry extends across the city and the diocese, which includes the counties of Northamptonshire and Rutland, and into the wider region. The Diocese of Peterborough includes over 350 churches.

Located in the heart of the city, the Cathedral is the venue for major civic and diocesan services as well as for concerts, exhibitions, festivals and other special events. The concerns of the parishes across the diocese are held in our prayers each day and we have a special responsibility to hold the Bishop's ministry in our prayers. Members of the Cathedral Clergy also have a wider role in supporting various aspects of the work of the diocese. The daily round of prayer and worship is the heartbeat of everything that we do.

The Cathedral building is an architectural masterpiece dating mainly from the 12th century and is iconic for the city. It is surrounded by 23 acres of Precincts which contain many other historic and wonderful buildings, mainly in the ownership and management of the Cathedral Chapter.

The Cathedral is at an exciting stage of development, having recently opened a £4 million Visitor and Learning Centre, which incorporates the medieval Knights' Chamber. This is designed to increase hugely the interaction of the Cathedral with the wider community and to provide a resource which will be extensively used by large numbers of people from across the region, as well as help generate increased revenue to help meet the Cathedral's extensive running costs.

Overall responsibility for the Cathedral lies with the Chapter consisting of the Dean, four Residentiary Canons (one of whom is also Vicar of the City Centre Parish and another who is also the Bishop's Chaplain) and four lay members appointed by the Bishop.

Job Title

Visitor & Learning Centre Assistant

Accountability

The post-holder will work under the overall direction of the Director of Operations, with day to day management from the Visitor Centre and Events Supervisor

Statement of Purpose

The key purposes of the post are:

- To ensure the smooth running of the Visitor and Learning Centre, providing facilities for visitors, education sessions, events and venue hire, and ensuring the security and cleanliness of the building.
- To assist in managing a team of volunteers.
- To ensure that this operates within the wider mission of the Cathedral to welcome visitors and worshippers and is an important and increasing asset for the life of the city and the wider community, both civic and diocesan. Also, to ensure its operations are financially well resourced currently and sustainable in the long term.
- To assist as necessary on a casual basis with the provision of hospitality support for events as required.

Main Responsibilities

- Managing the day to day operation of the Visitor and Learning Centre in the absence of the Visitor Centre and Events Supervisor, including operation and delivery by the volunteers
- Ensuring that a high standard of Customer service is provided to all our visitors and users
- Assisting with the organisation of delivery of events, exhibitions, concerts and venue hire bookings to generate income to sustain the Cathedral's activities
- Ensuring the cleanliness and security of the Visitor and Learning Centre
- Facilitating venue hire bookings of the conference room and Knights' Chamber, working with the Bookings Manager and catering team to ensure bookings are taken and delivered as smoothly as possible, and that furniture and refreshments are provided as required
- Working with the Schools and Families Officer to help deliver holiday programmes and special events for children and families.
- Assisting with the recruitment and training of volunteers to help with the operation of the Visitor and Learning Centre
- Other tasks as necessary for the smooth running of the Cathedral, as directed by the Dean and Chapter through the Head of Operations.

Person Specification

Qualifications

5 GCSEs including English and Maths at Grade C or above

Qualifications in heritage, catering and/or customer service would be an advantage

Essential Skills

- Excellent Customer Service skills to deal with a wide range of visitors of all ages, backgrounds and faiths
- Aptitude for team work, with the ability to thrive as part of a diverse team, both lay and ordained staff, professionals and volunteers
- Leadership skills to lead and enthuse a team of volunteers
- Communication skills to inspire visitors

- Administrative skills and good computer literacy, including Microsoft Office
- Physical fitness for moving furniture and equipment as necessary to facilitate venue hire
- Post subject to an enhanced DBS check.

Experience

- Experience of managing volunteers
- Experience of providing high quality Customer Service
- Working in a heritage context
- Experience with managing or dealing with venue hires, conferences or meetings
- Experience of helping manage or deliver heritage related events and activities
- Working collaboratively

Personal Attributes

- Self-motivated, enthusiastic, able to show initiative.
- Team player with a sense of humour
- Able to prioritise and balance a wide ranging number of competing activities
- It is not a requirement that the post-holder be a practicing member of the Church of England but s/he must be able to understand and support the Cathedral's Christian ethos and vision
- Reliable, honest and open with an empathetic approach when dealing with people at all levels
- Able to find creative ways of engaging visitors and generating income
- All employees of the Cathedral are required to abide by the Safeguarding policy

Main Terms and Conditions of Employment

Salary:	£6,500 per annum (plus additional payments at £8 per hour for casual sickness/holiday cover).
Working Hours:	Normally 16 hours per week, including weekends on a rota basis, plus additional hours as necessary to cover leave or sickness, ensuring that the Visitor and Learning Centre is staffed seven days a week. However, the successful candidate will be expected to be reasonably flexible as there are likely to be some evening commitments.
Holiday:	(Pro rata) 5 working days
Pension:	There is an optional contributory Pension Scheme.
Performance Review:	The appointment will be subject to a probationary period of six months, and is then subject to confirmation. Thereafter there will be an annual appraisal.