



## Cathedral Welcomer

### Job Description and Person Specification



Peterborough Cathedral is one of the finest Norman cathedrals in England. Founded as a monastic community in 654 AD, it became one of the most significant medieval abbeys in the country, the burial place of two queens and the scene of Civil War upheavals. The wider estate includes the Cathedral Precincts and a number of additional buildings and properties, many of them listed that surround the Cathedral.

Today the Cathedral is the most significant building in a diverse and growing city, a tourist destination and a venue for exhibitions, cultural events, meetings and receptions. But at its heart it remains, what it has always been, a place of Christian prayer and worship, of ministry and mission; the 'Mother Church' of the Diocese of Peterborough and the seat of the Bishop of Peterborough and all its other activities contribute to or are part of that wider purpose that is spelt out most fully in the Cathedral's vision and values document published in 2019. (A copy of which is attached to this Job description)

Many people visit the Cathedral over the year, each with their own reason for coming, each with their own individual expectations and needs. We believe that everyone should be made welcome and that their welcome, that first impression, should be the best it can be. In normal times our visitors, worshippers and pilgrims can be truly international so the right personality can make a big difference if we don't share their spoken language.

We seek a warm hearted friendly personality to say hello, to be that first impression and give the right and most appropriate welcome to our visitor. Our front line team is important to us and working alongside our dedicated group of volunteers, you will model exceptional service skills and help to make the overall visitor experience as positive as possible. Our welcomers come from all backgrounds and have many life experiences, we value this diversity, therefore, multi-lingual applicants are especially interesting to us at this time.

## **The Role**

The principle role of the Welcomer is to greet and engage all visitors as they enter the Cathedral. The Welcomer outlines the nature of the experience and encourages financial giving via the 'dynamic donation' initiative. As we have described above, it is how this is done that makes the difference. Whilst we follow processes and procedures, the last thing we seek is for a visitor to feel they have 'just been processed'. It is this art, this gift of hospitality and welcome which is at the heart of the role.

**The Welcomers are responsible to the Head of Operations.**

### **Welcomer Responsibilities:**

Managing the "Front Desk" of the Cathedral and delivering that so important first impression.

Offering information about the Cathedral - verbally or with literature to a level appropriate to the individual needs of the visitor in question

Explaining the importance / methods of financial donations

Notifying visitors about available tours, events and exhibitions either taking place at the time or if appropriate in the future

Answering visitors' questions and providing directions as needed.

Identifying any visitors in need of pastoral care and referring them to a member of clergy.

Assisting and addressing the needs of disabled visitors.

Notifying the Sacristy of any Health and Safety incidents.

Training, supporting and supervising Volunteer Welcomers.

Maintaining radio communications with all cathedral departments as necessary, reporting security issues to the Security Guard/Vergers.

Undertaking any reasonable duty as required by The Head of Operations.

## The Ideal candidate:

Essential	Desirable
<ul style="list-style-type: none"> <li>Ability to act according to the Cathedral's core values of Joyfulness, Generosity, Inclusivity and Integrity.</li> </ul>	<ul style="list-style-type: none"> <li>The Cathedral expects Welcomers to be in sympathy with the mission of the Cathedral and to present the faith and worship of the Cathedral in a positive light, while respecting other faiths and denominations.</li> </ul>
<p><u>Knowledge and Experience</u></p> <ul style="list-style-type: none"> <li>Previous experience of dealing with the public in either a sales, reception, heritage or service environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in an environment where paid and voluntary staff work alongside one another</li> </ul>
<p><u>Skills</u></p> <ul style="list-style-type: none"> <li>Accomplished communicator, confident in meeting and talking with people from many different countries and cultures.</li> <li>Possess strong visitor service skills.</li> <li>Should be comfortable answering questions on a variety of subjects.</li> <li>Should be comfortable handling cash, using the till and credit card machine.</li> </ul>	<ul style="list-style-type: none"> <li>A knowledge of the surrounding area, its points of interest and visitor attractions</li> <li>Knowledge of or fluency in a foreign language would be useful</li> </ul>
<p><u>Personal attributes</u></p> <ul style="list-style-type: none"> <li>Tact, diplomacy, courtesy, respect for others, and confidence to address issues with visitors if required.</li> <li>The ability to relate well to a variety of people, to staff, the congregation, volunteers and members of the general public.</li> <li>Warmth, friendliness, humour, patience, outgoing and to be a productive team member.</li> <li>Ability to uphold and conform to the requirements of the Cathedral's Safeguarding policies</li> </ul>	<ul style="list-style-type: none"> <li>Willing to learn new skills and undertake training</li> </ul>

## What we can offer

As well as a beautiful working environment and the opportunity to work with a great team of people, we can offer:

### Contract

- Part time permanent contract.
- Three months probationary period.
- An average of 17 hours per week, (a summer and winter schedule applies including some weekend work.
- The current requirement is for Friday and Saturday working.
- There are events which happen outside of the usual Cathedral opening hours and the post holder may be required to support these events so a flexible working approach will be employed.
- 25 days holiday per year (pro rata) + 8 bank holidays.
- There are events which happen outside of the usual Cathedral opening hours and the post holder might on occasion be expected to be flexible with the structure of their working week when large numbers of visitors are expected.

### Remuneration

- Salary £9.55 per hour

### Pension

- The post-holder will be enrolled into the pension scheme.

## Further information and how to apply:

Please apply using the **application form available on our website** and ensure you attach a covering letter, outlining why you believe you would excel in this role. Please send them to the Dean's P.A by E. Mail to the following address: [dean.pa@peterborough-cathedral.org.uk](mailto:dean.pa@peterborough-cathedral.org.uk) to be received no later than **midnight on Friday July 23<sup>rd</sup> 2021**.

## Interviews are likely to be the following week in Peterborough.

- All employees are required to abide by the Safeguarding, Health & Safety, GDPR and other general Cathedral Policies.
- All Cathedral employees are required to undertake all appropriate training as and when it becomes available.
- You may be required to undertake other tasks as necessary for the smooth running of the Cathedral, as directed by the Chapter through the Dean.
- Peterborough Cathedral is an equal opportunities employer.
- Disclosure and Barring Service. This role will be conditional upon receipt of a satisfactory DBS check.

The Chapter of Peterborough Cathedral take the safety of everyone within the Cathedral very seriously and expects that everyone will work within the Cathedral safeguarding policy. In particular, the Cathedral expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately raise this with the Cathedral Safeguarding Officer or the Diocesan Safeguarding Adviser (DSA) or Assistant DSA.