

Job Description

Job Title: Visitor Experience Assistant **Grade:** A

Department: Visitor Experience **Line Manager:** Visitor Experience Manager

Salary: £11.82 per hour

The job description is an operational document that does not form part of the contract of employment.

It may be that from time to time an individual is expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of their duties.

St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

Purpose of the Job

To ensure the delivery of the highest of standards of visitor experience by welcoming visitors from across the world and providing appropriate access, information and assistance, whilst taking into account the individual visitor's needs.

To ensure a seamless experience for the visitor by working across all areas of the Cathedral from initial welcoming at the Cathedral's entrances to ticket selling and providing information and guidance throughout the visit.

Main Duties

- Delivering a confident and informed welcome to all visitors at all times;
- Operating ticket selling equipment and handling cash and vouchers in accordance with Cathedral procedures;
- Selling tickets and merchandise;
- Delivering short tours & talks;

- Providing invigilation of the Cathedral floor, galleries, exterior approaches and entrances; maintaining awareness of surroundings with security in mind; communicating suspicious circumstances appropriately, responding to emergency situations and summoning help as required;
- Assisting in the evacuation / invacuation of the Cathedral in line with Cathedral procedures;
- Escorting lost children & assisting them to be reunited with their groups/families in accordance with Cathedral procedures;
- Proactively managing crowding visitors and queues, ensuring at all times that visitors remain informed and receive clear information;
- Collecting feedback and survey results from visitors;
- Willing to train other team members, after appropriate training themselves.

Person Specification

Essential

- A passion for working with the public is paramount with excellent customer service skills, ideally gained in a visitor-facing role in a busy environment
- A friendly, calm and helpful disposition and the ability to deal appropriately with a range of people
- Effective, confident and clear communication skills, both written and verbal
- Active listening
- Experience in cash handling and computerised till operations
- Ability to solve problems, in particular to troubleshoot ticketing equipment issues, or expedite issues where appropriate
- Accuracy
- Observant
- Honesty and integrity
- Pro-active and ability to work as a member of a team
- Able to work at heights and climb the steps of the cathedral's indoor and outdoor galleries and work outside in all weather, as part of the regular duties

Desirable

- Advanced skills in a language other than English that has significant representation among visitors to the Cathedral

The individual will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.