Application Pack

Ref: WA146

Visitor Experience Assistant (4 posts)

Salary £20,786.32 per annum

Full Time – Fixed Term until Sep 2022 (35 hours per week)

Closing Date: candidates will be contacted upon receipt of application

Westminster Abbey
Contents

• About Westminster Abbey
• Abbey Values
• Job description and person specification
• Working for us
• Equality statement
• Safeguarding
• How to apply
About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain’s heritage. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is the House of Kings, where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

The Dean and Chapter of Westminster defines our Mission in these terms:

- To serve Almighty God by offering divine Worship daily and publicly;
- To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of Her Majesty;
- To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
- To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

Our values

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts approximately one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey’s work, for there are also many ‘special’ services and events throughout the year. Westminster Abbey currently employs around 350 staff in a variety of roles and an even larger number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.
Job Description

JOB TITLE: Visitor Experience Assistant (Welcome Team)

ACCOUNTABLE TO: Welcome Team Supervisor

KEY RELATIONSHPES: Visitor Experience Management team, Abbey Marshals, Vergers, Abbey Volunteers and all other Abbey staff, visitors and worshippers.

JOB SUMMARY: This is a frontline, customer focused role that requires the job holder to provide excellent customer service within a fast-paced, demanding setting.

The Visitor Experience team is devoted to promoting excellent, engaging visitor services as part of our welcome to worshippers and visitors to the Abbey.

The role is uniformed and will require the post holder to abide by the Abbey's uniform guidelines whilst on duty.

BACKGROUND: Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey, comprising approximately 350 employees and a greater number of volunteers.

MAIN DUTIES AND RESPONSIBILITIES:

1. Meeting and greeting visitors both outside and inside the Abbey, in a positive, engaging manner, ensuring a warm Abbey welcome is offered at all times.

2. Managing the flow of visitors in the queues inside the Abbey and generally assisting visitors outside and within the Abbey and its precincts, with questions/directions/advice.

3. Managing the issue and programming of media guides to visitors as and when required, ensuring that sufficient guides are in place to meet visitor demand.

4. Assisting with the tracking and collection of media guides, ensuring that they are not removed from the Abbey and that they are charged appropriately, checked for troubleshooting and ready for the start of each day.

5. Setting up the distribution and collection areas of the media guides in the morning and make sure everything is put away and tidy at the end of the shift.

6. Assisting the visitors as part of the accreditation team during most major services in the Abbey.

7. To have a good level of Health & Safety awareness whilst carrying out tasks for the safety of themselves and others and to follow Abbey Health & Safety guidelines where applicable.

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.

westminster-abbey.org
Person Specification

JOB TITLE: Visitor Experience Assistant

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. ‘Essential’ criteria are those that the job holder absolutely must have in order to do the job. ‘Desirable’ criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential

Skills/Aptitudes/Knowledge:

1. A positive approach, with evidence of a commitment to delivering outstanding customer service and of anticipating and responding to customer needs
2. The ability to engage positively and effectively with diverse customer groups
3. The ability to work effectively under pressure and to take and follow instructions
4. Empathy for the work of the Abbey
5. Flexibility to work in a variety of settings, indoors and outside, evening and weekends
6. Previous experience of working within a large venue/visitor attraction

Circumstances:

7. Ability to stand/walk within the Abbey for long periods every day

Desirable

8. An interest in British history and an appreciation of heritage sites
9. Have previous experience of working in a customer service environment

This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.

June 2022
Working for Us

Employment Status
This post is full time and fixed term to provide cover up to the end of September 2022.

Salary
The salary is £20,783.32 per annum, which is based on a full time equivalent annual salary of £20,783.32 and is paid on the last Friday of each month. Salary is reviewed annually in January.

Working Hours
These are 35 hours per week. The working days include shifts between Monday and Saturday, however the postholder will be required to work the hours to suit the needs of the organisation.

Annual Holidays
The full time holiday entitlement is 31 days per annum including recognised public holidays, rising to 33 hours per annum in the fifth year of service.

Training
On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme and Life Assurance
All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount
All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

Season Ticket Loan
A season ticket loan is offered after completion of a probationary period, repayable over 10 months.

Medical Insurance
The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year’s employment.

Uniform
If a uniform and/or Personal Protective Equipment (PPE) is provided, they must be worn at all times.
Equality Statement and How to apply

Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant’s abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a Basic level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment from the Abbey doctor.

How to Apply

Please download the Application Pack and return your completed application form and equal opportunities monitoring form to applications@westminster-abbey.org CVs will not be accepted. Candidates may be contacted upon receipt of application for interview.

Read the Job Description and Person Specification of the role you are applying for carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the ‘Supporting Statement’ section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

If you are invited for interview, you will be asked to produce evidence of your eligibility to work in the UK. Offers of employment are subject to satisfactory references, a medical and a Disclosure and Barring Service (DBS) check at basic level.

We regret that due to the large number of applications we sometimes receive, we may only be able to contact applicants who have been shortlisted for interview. Thank you for your interest in working at Westminster Abbey.