



# Application Pack

Ref: WA295

Abbey Marshal

Salary £5,396.75 per annum  
(FTE £30,838.57)

Part time – Permanent (Only Saturday)  
7 hours per week

AND

Salary £10,793.50 per annum  
(FTE £30,838.57)

Part time – Permanent (Saturday & Sunday)  
14 hours per week

Advert date: 11 March 2024  
Closing date: 25 March 2024

Westminster Abbey



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## About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. 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 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 women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21<sup>st</sup> May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

### **Westminster Abbey's mission is:**

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To act as responsible stewards of God's gifts.

### **Our Values:**

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

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.

**It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.**

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# Job Description

**JOB TITLE:** Abbey Marshal

**ACCOUNTABLE TO:** Visitor Experience Supervisors

**DEPARTMENT:** Visitor Experience

**KEY RELATIONSHIPS:** Visitor Experience team, Volunteer team, Security team, Dean & Chapter (particularly the Canon Steward), Abbey worshippers and visitors.

**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 around 300 employees and a similar number of volunteers

**JOB SUMMARY:** To work within the Visitor Experience team to promote outstanding, engaging visitor services as part of our welcome to all 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.

## **MAIN DUTIES AND RESPONSIBILITIES:**

1. Welcoming all visitors into the Abbey in a polite and enthusiastic manner
2. Addressing any customer queries and feedback in a proactive and friendly manner
3. Responding to any access needs of the Abbey's visitors, and to assist with changing or limiting visitor access/flow as and when directed, preventing congestion and ensuring orderly behaviour of visitors
4. Ensuring the safe access and flow of visitors in and around the Abbey, the Queen's Diamond Jubilee Galleries, The North Green and the Abbey's precincts (Cloister entrance) and the adherence to Abbey policies relating to guiding and photography
5. Preventing unauthorised access to the Abbey and its precincts and undertaking general security surveillance
6. Being fully conversant with emergency and evacuation procedures and assisting any evacuations of the building and/or precincts when on duty
7. Taking reasonable care for the health and safety of yourself and others in line with the Abbey's Health & Safety policy
8. Providing assistance and support to the emergency services in the organisation of special services/visits and/or in the event of a major incident
9. Carry out any other tasks as instructed by the Visitor Experience Supervisors and Visitor Experience Managers

## **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

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# Person Specification

*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/Experience:*

1. Excellent verbal communication skills
2. Work unsupervised and act on initiative when required
3. Respond to visitor's enquiries, referring visitors to other staff where necessary
4. Act decisively in potentially difficult situations, control crowds and prevent congestion
5. Identify unusual or suspicious behaviour and take appropriate action
6. Provide effective, first-class customer services skills
7. A positive approach, with evidence of a commitment to delivering outstanding customer service and of anticipating and responding to customer needs
8. The ability to engage positively and effectively with diverse customer groups
9. The ability to work effectively under pressure and to take and follow instructions
10. Flexibility to work in a variety of settings, indoors and outside, evening and weekends

*Personal Attributes & Circumstances:*

11. Previous experience of working within a large venue/visitor attraction, managing visitor access, visitor flow and/or undertaking general security functions
12. Calm and friendly approach
13. Able to work effectively as part of a team
14. An empathy for the work of the Abbey
15. Stand and walk for long periods, including being outside in all weathers
16. Work weekends, early mornings and evenings, public holidays

## **Desirable:**

*Knowledge/Experience:*

17. Previous experience in the Museums and Heritage sector
18. An interest in the history of historic buildings

*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.*

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# Working for us

## Employment Status

This post is permanent.

## Salary

For the part-time position on Saturdays: The annual salary is £5,396.75. The role is permanent, and the working hours are 7 per week.

For the part-time position on Saturdays and Sundays: The annual salary is £10,793.50. The role is permanent, and the working hours are 14 per week.

In summary, there are two part-time positions available: one on Saturdays only and the other on Saturdays and Sundays.

The full-time equivalent salary is £30,838.57.

## Working Hours

The working hours are either 7 per week (on Saturdays) or 14 per week (Saturdays and Sundays), however the postholder will be required to work hours that suits the needs of the organisation.

## Annual Holidays

The full-time holiday entitlement is 31 days per annum, including recognised public holidays, rising to 33 days per annum in the fifth year of service. [Members of the Senior Management Team (SMT) will receive a full-time holiday entitlement of 33 days per annum, including recognised public holidays, from commencement of employment.

## 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 satisfactory 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, this must be worn at all times.

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# 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 relevant 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.

### How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification 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 (including a **full** career history of all employment), 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.

Please email your completed application to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org).

**Applications should arrive no later than 12 noon on 25 March 2024. Interviews are scheduled to take place on 3 April 2024.**

*We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.*