



LINCOLN
CATHEDRAL

Job Description

Visitor Experience Officer

October 2019



About Lincoln Cathedral

The Corporate Body of the Cathedral Church of the Blessed Virgin Mary of Lincoln (to give it its proper title) is first and foremost a church, the seat of the Bishop of Lincoln and a centre of worship and mission led by the Cathedral Chapter. A minimum of three services take place each day of the year, at least one of which is usually sung by the Cathedral's renowned choir. It is the principal 'mother' church of Lincolnshire and holds many of the county-wide services of celebration, commemoration and memorial.

Lincoln Cathedral is a place of pilgrimage, where people come to seek God, to learn more about faith, or to take time out of a busy day for quiet reflection. It is a place of welcome and hospitality where all of any faith or no faith are encouraged to feel at home.

There is a real richness and variety in the way the Cathedral building is used. Significant musical and dramatic events take place, whether it is a visit from the Hallé Orchestra; a performance of the 70's hit Jesus Christ Superstar or the thought provoking musical Jekyll & Hyde; Mystery Plays; or international pop musician Ian Anderson, of Jethro Tull fame, coming to perform. There is an active lecture series each year with speakers offering their insights into current and historical affairs. In recent years we have also sought to use the Cathedral nave for fundraising for the fabric of the building and for the operation of the Cathedral.

We welcome thousands of visitors from across the world to the Cathedral annually and provide floor, tower and roof tours throughout the year. Many hundreds of children visit during our annual schools' festivals; Church Schools Festival, Infant Schools Festival, Secondary Schools Festival and we offer schools' tours and trails throughout the academic year.

Lincoln Cathedral is an exceptional building that was meant to inspire and it does so. We rely on an exceptional body of employees and volunteers to ensure that the full range of its activities is known to the external world.

Role Summary

Our Visitor Experience Officers provide a world-class welcome to thousands of visitors each year. As the first point of contact for visitors, the role is vital to achieving our aim of extending an excellent welcome and hospitality to all who visit the Cathedral.

Based from the main Cathedral welcome desk, the role will primarily deal with visitor enquiries, admissions and tour bookings; working alongside our team of volunteers including guides and stewards.

The successful candidate will have excellent customer service at the heart of everything they do and be committed to providing a high level of service to all who visit.

Main Particulars of the Post

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| Salary: | £9.00 per hour, £16,380 per annum |
| Contract: | Permanent, with a 3 month probation period |
| Location: | Lincoln Cathedral, Priorygate, Lincoln LN2 1PL |
| Accountable to: | Visitor Experience Team Leader |
| Key Relationships: | All Cathedral departments but in particular: Residentiary Canons, Lay Managers, Volunteer Co-ordinator, Marketing and Communications Officer, Bookings Co-ordinator, Cathedral Shop and Refectory, Dean's Verger and the wider Verging Team. |
| Pension: | All eligible employees will be automatically enrolled in the Pension Builder 2014 section of the Church Workers Pension Scheme operated by the Church of England Pensions Board |
| Working hours: | 5 days from 7 working a rota pattern to include Saturdays, 35 hours per week |
| Holidays: | 33 days per annum inclusive of bank holidays |
| Other: | A DBS check will be required for this role. |

Key Tasks

- Deliver a World Host welcome to all visitors and demonstrate the principles and practice of exceptional customer service at all times.
- Cover the Cathedral Switchboard and be responsible for answering questions over the telephone or forwarding calls to the correct department. Answering emails and sending professional responses to all enquires, especially from tour companies.
- Provide a professional and confident service to visitors, using a wide variety of skills including tact, warmth, diplomacy and discretion.
- Organise tours and arrange guides to cover bespoke and regular tours.
- Work alongside a team of Cathedral Volunteers, Guides, Welcome Team, Stewards and Duty Chaplains.
- Responsible for entering all receipts through the till and/or credit card system and issuing tickets including gift aid receipts when required.
- Take responsibility for daily cash reconciliation and storage in the Cathedral safe.
- Encourage public donations during non-payment periods.
- Build an awareness of all events in the Cathedral and their arrangements so that relevant information may be passed to visitors, encouraging them to participate where possible
- Encourage up-selling when dealing with admission transactions including the sale of guide books and upper floor tours
- Work in conjunction with external venues to provide a seamless visitor experience, including but not limited to, Lincoln Castle and the Visitor Information Centre, particularly in relation to the joint ticket
- To provide details of visitor feedback to enable suggestions for improvements to be recorded and implemented
- To undertake any other appropriate required by the Cathedral

Personal Specification

Essential

1. Experience of working in a visitor attraction or similar organisation with a commitment to delivering excellent customer service at all times.
2. Excellent communication skills with the ability to communicate confidently with people from a wide range of backgrounds
3. Experience of cash handling
4. Ability to act as an ambassador for the Cathedral both internally and with external customers and organisations
5. Excellent interpersonal skills with the ability to act with confidence and diplomacy when dealing with all customer enquiries including complaints
6. Excellent team working skills with an ability to work effectively in a small team and with all Cathedral colleagues
7. Ability to work independently
8. A keen eye for detail and accuracy
9. Competent in Microsoft office software including Word, Excel and Outlook
10. Enthusiasm for promoting the Cathedral as a high-quality Place of Worship and visitor attraction
11. Ability to operate in sympathy with the aims and ethos of the Church of England, the Cathedral and its community.

Desirable

12. Ability to speak another language

Interview and selection process

Closing date for applications: Noon Friday 1 November 2019

Interview date: Wednesday 13 November 2019

Applications by email to: hradmin@lincolncathedral.com