

Job Description

Visitor Experience Team Leader

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

To lead the Cathedral's Visitor Experience team into providing a world class welcome to all visitors and pilgrims. Provide leadership to the Visitor Experience team, welcome desk staff and volunteers.

Main Particulars of the Post

Salary:	£19,000 per annum
Contract:	Permanent, with a 3 month probation period
Location:	Lincoln Cathedral, Priorygate, Lincoln LN2 1PL
Accountable to:	Commercial Manager (once appointed), Acting Chapter Clerk
Key Relationships:	All Cathedral departments but in particular: Residentiary Canons, Lay Managers, Volunteer Co-ordinator, Marketing and Communications Officer, Bookings Coordinator, 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

- Lead the Visitor Experience team to provide a world class welcome to all visitors
- Provide excellent customer service, including proactively anticipating needs of visitors, promotion of daily events and services within the Cathedral.

- Attend Visitor Experience meeting, Events and Diary meeting and Health and Safety meetings and ensure that the Visitor Experience team are kept informed of all important outcomes of the meetings.
- To achieve financial targets to maximise sales and donations, including applying gift aid where appropriate and upselling the guide book.
- Manage the annual budget for Visitor Experience.
- Identify any potential challenges arising from Cathedral events and alongside colleagues, implement arrangements to minimise the impacts upon visitors.
- Maintain a positive relationship with partner organisations including Lincoln Castle and Lincoln Visitor Information Centre to ensure smooth running of the joint ticket arrangements.
- Plan rotas for the Visitor Experience team and volunteers to provide optimum staffing levels, taking into consideration seasonal differences, tour requirements and special events.
- Support colleagues in the arrangement of special tours.
- Ensure that visitor signage is up to date, relevant and easy to understand.
- Ensure that visitor information such as leaflets are accurate and well stocked.
- Arrange special tours as requested.
- Produce the monthly report for Chapter to include visitor numbers, guide book sales, tours and staffing details.
- Manage the maintenance and repair of equipment such as tills and audio guide equipment.
- Oversee the distribution and printing of service booklets, Chapter letter and Music Sheets to the Cathedral Community as required.
- Promote a safe working environment and ensure familiarity with the Cathedral's Health and Safety policies and procedures. Keep the First Aid schedule up to date.
- Undertake any further duties commensurate with the role.

Personal Specification

Essential

1. Minimum 5 GCSEs Grade A* - C (or equivalent) including Maths and English
2. Proven experience of delivering excellent customer service in a customer-facing role
3. Proven experience of sales, cash handling, ticketing and upselling products or services
4. Good working knowledge of Health and Safety at work regulations
5. Ability to communicate effectively and confidently both verbally and in writing, to colleagues and groups of the general public
6. Excellent interpersonal skills with an ability to understand and engage with a diverse range of customers
7. Willingness to follow procedures in order to uphold high standards with a professional standard of personal presentation
8. A willingness to go the extra mile paired with a can-do attitude in order to exceed customer expectations
9. Competent in Microsoft office software including Word, Excel and Outlook
10. Strong team working skills with experience of leading a team, supporting colleagues to reach shared goals
11. Flexible, positive attitude and ability to work on own initiative, adaptive to change and determination to succeed.
12. Able to operate in sympathy with the aims and the ethos of the Church of England, the Cathedral and its community

Desirable

13. First Aid Training
14. Previous experience of evacuation/emergency planning and visitor communications.

Interview and selection process

Closing date for applications: Noon Wednesday 30 October 2019

Interview date: Wednesday 13 November 2019

Applications by email to: hadmin@lincolncathedral.com