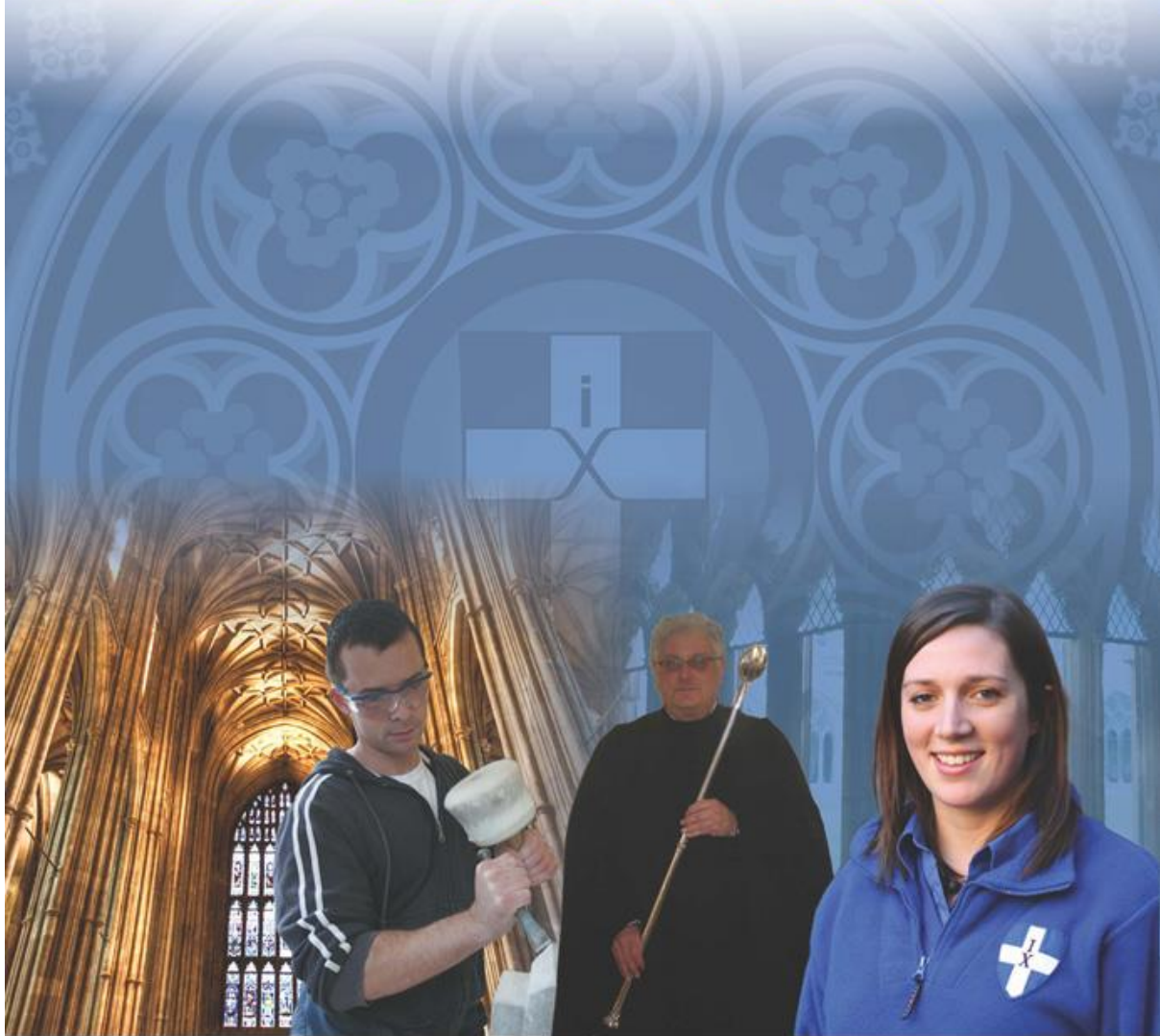




CANTERBURY *cathedral*



Visits Administrator

PROFILE OF CANTERBURY CATHEDRAL

St Augustine, the first Archbishop of Canterbury, arrived on the coast of Kent as a missionary to England in 597 AD. He came from Rome, sent by Pope Gregory the Great. It is said that Gregory had been struck by the beauty of Angle slaves he saw for sale in the city market and dispatched Augustine and some monks to convert them to Christianity. Augustine was given a church at Canterbury (St Martin's, after St Martin of Tours, still standing today) by the local King, Ethelbert whose Queen, Bertha, a French Princess, was already a Christian. This building had been a place of worship during the Roman occupation of Britain and is the oldest church in England still in use. Augustine had been consecrated a bishop in France and was later made an archbishop by the Pope. He established his seat within the Roman city walls (the word cathedral is derived from the Latin word for a chair 'cathedra', which is itself taken from the Greek 'kathedra' meaning seat.) and built the first cathedral there, becoming the first Archbishop of Canterbury. Since that time, there has been a community around the Cathedral offering daily prayer to God; this community is arguably the oldest organisation in the English speaking world. The present Archbishop, The Most Revd Justin Welby, is 105th in the line of succession from Augustine.

Augustine's original building lies beneath the floor of the nave– it was extensively rebuilt and enlarged by the Saxons, and the Cathedral was rebuilt completely by the Normans in 1070 following a major fire. There have been many additions to the building over the last nine hundred years, but parts of the quire and some of the windows and their stained glass date from the 12th century.

By 1077, Archbishop Lanfranc had rebuilt it as a Norman church, described as "nearly perfect". A staircase and parts of the North Wall – in the area of the North West transept also called the Martyrdom – remain from that building.

During the Second World War, the Precincts were heavily damaged by enemy action and the Cathedral's Library was destroyed. Thankfully, the Cathedral itself was not seriously harmed, due to the bravery of the team of fire watchers, who patrolled the roofs and dealt with the incendiary bombs dropped by enemy bombers.

Today, the Cathedral stands as a place where prayer to God has been offered daily for over 1,400 years; nearly 2,000 services are held each year, as well as countless private prayers from individuals. The Cathedral offers a warm welcome to all visitors – its aim is to show people Jesus, which we do through the splendour of the building as well as the beauty of the worship.

THE WORK OF THE CATHEDRAL

The work of the Cathedral is carried out by over 300 paid staff, supported by some 500 volunteers. The '*corporate body*' responsible for the management of the Cathedral is the Chapter of Canterbury who are advised by the Cathedral Council and the College of Canons.

The Chapter of Canterbury (Chapter)

The Chapter are responsible for all aspects of the day-to-day management of the Cathedral. Chapter comprises the Dean, the Residentiary Canons, the Receiver General and four additional persons appointed by the Archbishop.

The Cathedral Council

The Council represents the Cathedral community as well as the wider local and regional community. It has 20 members, drawn from a wide variety of organisations. Its duty is to further and support the work of the Cathedral Church in spiritual, pastoral, evangelistic, social and ecumenical areas.

The College of Canons

The College of Canons is composed of 30 Honorary, Lay and Provincial Canons, appointed by the Archbishop and it supports the life of the Cathedral in many different ways.

The Cathedral Trust

The Cathedral Trust is a separate charity that is solely for the benefit of the Cathedral. Since 1974, it has assisted with the restoration, maintenance and improvement of the fabric and contents of Canterbury Cathedral and the provision, promotion and encouragement of music

The Cathedral is well-known all over the world and we welcome more than 1 million visitors and worshippers every year. The Cathedral is more than just a beautiful old building and heritage site; it is a working, living church which maintains a tradition of welcome and worship that has been practiced here for over 1400 years.

Friends

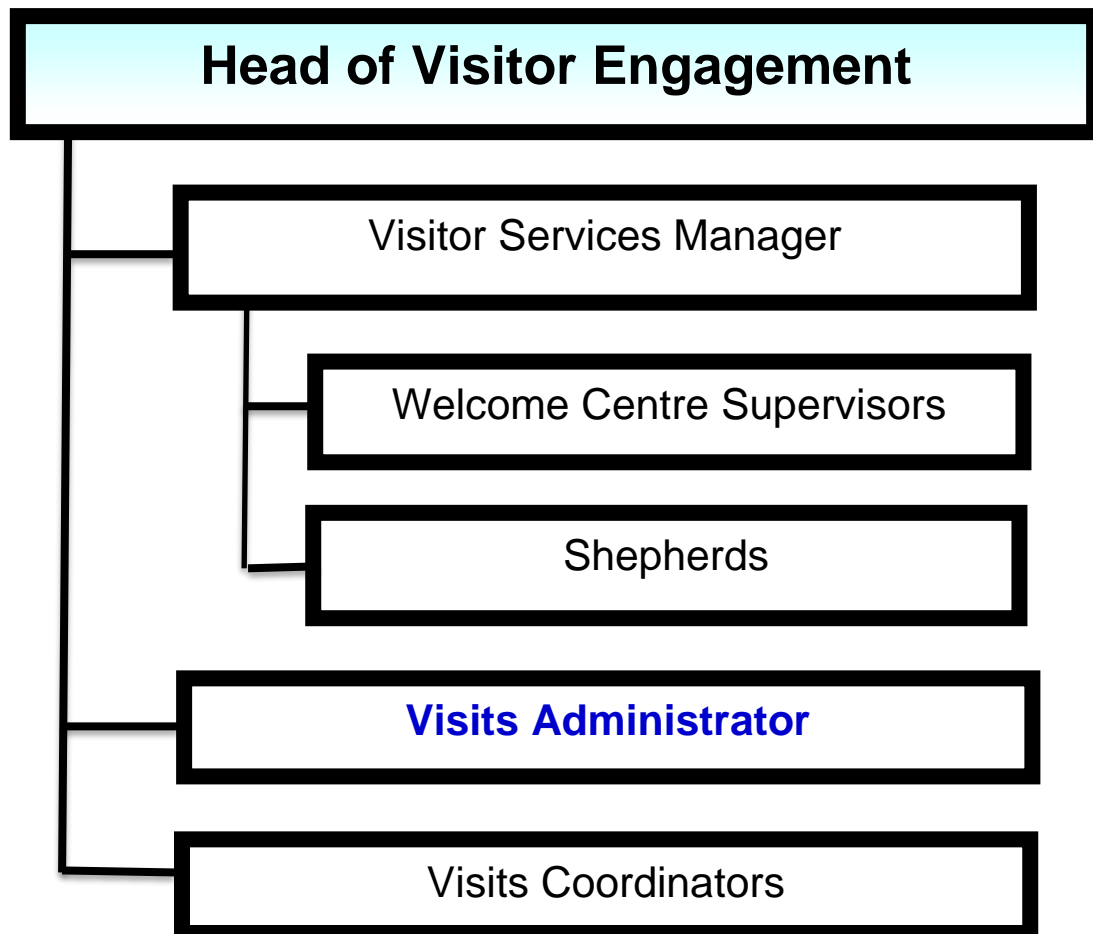
The Friends of Canterbury Cathedral was founded in 1927 by the distinguished scholar and poet Dean George Allen Kennedy Bell. The Organisation was the first of its kind in the world.

The Friends are the Cathedral's fan club. Admirers of the building, its history and its community, Friends are a part of the Cathedral and work together to preserve it forever, contributing financially - and directly – to many individual and vital projects.

The Cathedral Shop

The Canterbury Cathedral Shop is a large gift shop in the heart of the city of Canterbury. It has an impressive range of high quality gifts, mostly British, and their own exclusive award winning designs.

The Shops wide range of merchandise includes replica historical artefacts, books and CD's of the world-famous Canterbury Cathedral choir.

Visits Department

PURPOSE

To ensure all resources within the Visits Department are utilised to promote the strategy and vision of the Cathedral. To promote the Ministry of Welcome and development of standards and experience. To cultivate a positive attitude.

The Visits Administrator reports directly to the Head of Visitor Engagement and will work closely with the Visits Co-ordinator and Visitor Services Manager.

PRINCIPAL TASKS

Contribute to the efficient administration of the Visits Department by:

- Monitoring, maintaining and updating operational information on the volunteer data base.
- Administering the recruitment, training and development of volunteers, supporting interviews and training sessions in person as required.
- Administering and distributing rotas for Assistants, Welcomers and Chaplains to ensure the needs of the visitor and Cathedral are met.
- Ensuring high standards are consistently maintained through management and tracking of volunteers training, encouraging professional development of individuals.
- Processing the travel claims of Volunteers.
- Ensuring equipment and documentation is available for use by the department, is updated and maintained
- Being responsible for the administration of complex visits to satisfactory conclusion by liaising with key departments and personnel.
- Liaising with the Visits Coordinator(s) to improve our offer and through continuous evaluation, develop and improve experiential experience.
- Developing long term and effective relationships with the Cathedral Community to ensure better understanding of the Cathedral and its mission whilst developing the commercial aspect in a holistic way.
- Supporting a variety of initiatives led by the Head of Visitor Engagement as we explore additional income streams to the Cathedral.
- Administering the mini talk process to ensure they are promoted as added value.

- Being responsible for the publication and distribution of “Through the SW Door”, our volunteers internal newsletter.
- assist with any other Cathedral visitor related business and represent the Visits department at volunteer related events and activities.
- Ensuring strict confidentiality at all times.
- As an Employee of the Chapter of Canterbury to fully endorse, understand and exercise the roles and responsibilities contained within Chapter’s Health and Safety policy which is set out in the Staff Handbook.
- Undertaking any other reasonable task requested by Management deemed necessary to fulfil the role.

In the absence of the Visits Coordinator, or during busy periods to contribute to the Cathedral’s ‘Ministry of Welcome’ by:

- Dealing with operational queries and problems.
- Dealing efficiently and promptly with enquiries from the general public.
- Taking and administering group bookings, to include booking of guides, through the computerised diary system.
- Liaising with other departments involved with visitor management, especially the Welcome Centre and Vesturer’s department.

PERSON SPECIFICATION

The personal specification below indicates the qualifications, experience, knowledge and skills required to undertake the role effectively.

ESSENTIAL KNOWLEDGE AND SKILLS

- Good level of verbal and written communication
- Strong administrative background, preferably in the tourism industry.
- Excellent IT skills, especially in the use of Microsoft Office programs.
- Understanding of and sympathy with the aims and purposes of the Cathedral, its mission and ministry.

DESIRABLE KNOWLEDGE AND SKILLS

- Experience in the use of membership databases.
- Knowledge and experience of working with volunteers.

PERSONAL ATTRIBUTES

- Methodical and organised.
- Excellent organisational, communication and interpersonal skills.
- Confident in dealing with the public both face to face and on the telephone.
- Proactive and can work to strict deadlines.
- Able to work flexible and extended hours when necessary.

TERMS AND CONDITIONS

Grade

6

Working hours

Approximately 35 hours per week (excluding breaks) normally 09.00hrs to 17.00hrs Monday to Friday, however the position holder should be flexible in their approach to the hours and days worked as these will be dictated by operational need.

Salary

£ 19,000 - £20,000 per annum.

Annual pay reviews

Each year, Chapter consider if a global pay rise is to be awarded to all staff. If a rise is agreed, this is applied to pay from 1st April.

All staff with six months service or more on the 1st April will be eligible for any increase applied. Staff who are not eligible on the 1st April will instead be entitled to any increase applied after 6 months service.

E.G. a member of staff joining in January will not receive a pay rise on 1st April along with other staff. They will receive this rise in July, 6 months after starting.

Pension scheme

The Chapter of Canterbury offer a Stakeholder pension to all employees. Your age and salary will determine if you are to be automatically enrolled into the pension scheme.

The Chapter of Canterbury contribute 7½ % of salary into a Stakeholder Pension Scheme. Staff in the pension scheme are insured against death in service 3 x annual salary to the age of 70.

Annual Holiday

Based upon full time hours, the annual entitlement is 25 days plus 8 public holidays and 2 Chapter Days.

Training

Training needs are assessed continuously and appropriate on the job training is provided.

Parking

Chapter is **not** able to offer staff parking on site.

Staff benefits

We are able to offer a range of staff benefits including discounts in local shops, restaurants and sports centres.

EQUALITY STATEMENT

The Chapter of Canterbury recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

PERSONAL DATA

As your employer, the Chapter of Canterbury needs to keep and process information about you for normal employment purposes. The information we hold and process will be used for management and administrative use only. To comply with the General Data Protection Regulations, your acceptance of these terms and conditions gives your consent for your data to be processed.

September 2019

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with you, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.

HOW TO APPLY

A CV should be submitted on line via our web page.

Application details can be found at:

<http://canterbury-cathedral.org/get-involved/employment>

The closing date for this post is:

Sunday 27th October 2019

Interviews are expected to take place:

Thursday 7th November 2019