

## JOB DESCRIPTION

**Post:** Shepherd

**Responsible to:** Shepherds report to the Customer Services Manager, through the Visitor Centre Supervisors.

**Summary of post:** The Shepherds are part of the Visits Department and provide a professional and courteous welcome to all visitors to Canterbury Cathedral. They control the entrance point to ensure a smooth admission process including managing groups effectively to ensure that process is not compromised. They are responsible for, but not limited to, the Visitor Centre, Viewing Gallery, Community Studio and Audio-visual Theatre.

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### PRINCIPAL TASKS

- To provide a warm, safe and appropriate welcoming environment to all visitors and guests to the Cathedral and to extend the Ministry of Welcome in a courteous and professional manner
- To ensure a first class visitor experience and customer service by meeting and managing visitors needs and expectations
- To promote the principles and ethos of the Dean and Chapter and to ensure the Cathedrals objectives are achieved
- To accurately process payments
- To ensure that till mistakes and any other problems or complaints are correctly reported and processed
- To deal efficiently with booked and unbooked groups and control entry for pass-holders.
- To encourage the purchase of guide books by offering it to every visitor and promote add-ons as relevant
- To understand the GiftAid scheme and actively offer it to all individual visitors
- To be fully aware of the Cathedral routine, times of Services, closures, general tours and other available services and events in order to advise visitors
- To know the daily list of booked groups and facilities in order to understand and process correct charges
- To manage and deal efficiently with multi media guides
- To be knowledgeable about Canterbury Cathedral and the Precincts, so as to be able to refer to the right person/department and to continually update this knowledge
- To know printed material and guide books so as to be able to advise visitors and encourage purchases
- To work in all areas of designated responsibility
- To give accurate and appropriate advice and information by acknowledging and catering for individual visitor needs
- To work in the Audio-visual Theatre and know equipment and available films
- To operate all equipment accurately and safely
- To ensure high standards of physical environment are maintained including signage, cleanliness
- To wear your uniform with pride and to always appear smart and tidy
- To assist the Visits Office, and at times other departments, with mailings, stewarding, or other jobs that contribute towards the work of the Cathedral
- 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

## PERSON SPECIFICATION

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

### ESSENTIAL KNOWLEDGE AND SKILLS

- Understanding of and sympathy with the aims and purposes of the Cathedral, its mission and ministry
- Excellent communication skills
- Ability to act under pressure

### DESIRABLE KNOWLEDGE AND SKILL

- Previous experience in a customer service role
- Ability to speak more than one language
- Excellent organisational skills

### PERSONAL ATTRIBUTES

- Ability to work in a team and independently
- Able to undertake the physical aspects of the role as working outside and standing are key to the role
- An outgoing, friendly and proactive nature
- Smart appearance
- Flexible approach to working hours

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**LOCATION** Canterbury Cathedral Precincts

### RATE OF PAY

- £ 10.50 per hour

### 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.

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.