St Edmundsbury Cathedral

Job Title: Welcome Assistant

Line Manager: Visitor Experience Manager

Job Summary: The Welcome Assistant's task is fundamental to the Mission and Ministry of the Cathedral. The primary objective is to ensure that all who visit the Cathedral either as pilgrims or visitors, receive a genuine and warm welcome, and are offered all the help and guidance necessary for them to experience the meaning and significance of the Cathedral Church. Another objective is to increase the donations offered to the Cathedral. This paid role will work in tandem with a team of volunteer Welcome Stewards.

Terms of Employment:

Hours of Work: 24 hours per week (4 hours per day, 6 days a week)

Annual Leave: 25 days per annum plus Bank Holidays, pro-rata

Contract: Fixed term for 6 months

Role and Responsibilities:

- Greeting all visitors in a warm and welcoming manner
- Encourage all visitors to make an appropriate gift aided donation and to purchase a guide or visitor interpretation information
- Saying a personal goodbye to visitors as they leave as well as asking if they are able to make a donation
- Being sensitive to those who wish to pray
- Giving a warm invitation to those who visit at service times to join the congregation or to sit privately and participate on their own
- Being responsible for monitoring of statistical information as required
- Liaising with Vergers over Cathedral security issues
- Informing visitors about other enterprises such as the Shop and Pilgrims' Kitchen
- Meeting and greeting visiting tour groups and receipting tour fees
- Carrying out other duties as required

Personal Skills:

- Good verbal communication
- Attention to detail
- Tact and diplomacy
- Ability to work under pressure from time to time

- Good command of the English language
- Sympathy with the aims and objectives of the Church of England

Experience:

Desirable

- Meeting and serving the public
- Experience of the dynamics of working in a small team
- Experience of working in a sales environment