

# SOUTHWARK

## ◆ CATHEDRAL ◆

### Host & Welcomer

#### Job Description

Job Title:	Welcome Host
Salary:	£13.15 per hour (London Living Wage)
Hours of work:	18 hours per week (excluding lunch breaks) normally to be worked in shifts (some weekend working will be necessary)
	And
	5 hours per week (Alternate Sundays)
	Fixed Term 18-month contract.
Reporting to:	Head of Visitor Engagement
Key Relationships:	Visitor Engagement officer, Welcome Desk staff, Welcome Desk Volunteers, Head Event Steward and Event Stewards, Head Steward and Guild of Stewards, Vergers

#### Overview:

This is an exciting opportunity to work in a role that incorporates working on the welcome/information desk situated at the entrance to the Cathedral as well as being in the Cathedral. You will be welcoming visitors to Southwark Cathedral, providing information about the Cathedral, services, events, and tours as well as providing information to visitors about the local area. As a member of the Welcome team, you will set the tone for an exceptional visitor experience by offering a friendly welcome to both individual visitors and those attending the Cathedral for services and civic events.

When a visitor starts their Cathedral journey, they must be met with an exceptional welcome from capable and knowledgeable staff. You will be expected to work with other members of the team to greet our visitors in an efficient, professional manner whilst highlighting, explaining, and promoting concerts and events, special tours, our guidebooks and our shop and café - as well as times of services and other Cathedral events.

#### Context:

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Southwark Cathedral has been a place of Christian worship for over 1400 years. Now it stands on the vibrant and exciting regenerated south bank of the Thames surrounded by cultural venues such as Tate Modern, Shakespeare's Globe and Borough Market, as well as the offices of major companies, schools and diverse residential communities. It is an inclusive Christian community offering a welcome to all and is a registered charity regulated by both the Church Commissioners and the Charity Commission.

We welcome not only tourists but a wide range of people attending our many services, special events and conferences as well as those who seek us out as a place of prayer and stillness in the bustling centre of London. We describe the way we greet visitors as a 'Ministry of Welcome' because we hope to impart not only the history of the oldest Gothic church building in London but also our key message – that each person who enters the building is valued. We are proud of the welcome we offer to all who come here and see this role as a way of developing and improving it in the coming years.

The Cathedral also derives income from our visitors that is vital to our important work here. Though we do not charge for entry, we rely on visitor donations and sales of our Guidebook and Souvenir Map.

### **Principal Tasks**

#### **Ministry of Welcome**

- Provide a warm and friendly welcome to every person visiting the Cathedral, demonstrating sensitivity to the variety of visitor needs;
- Explain to visitors any regulations for entry to the Cathedral as appropriate
- Maintain regular communication with the Welcome team and other staff to ensure awareness of events and services taking place daily;
- Communicate with pre-booked and un-booked tour groups requiring access to the Cathedral;
- Refer any visitor in need of pastoral care to the Day Chaplain or clergy;
- Explain how to purchase/sell tickets for future events;
- Confidence in using a contactless card reader and have good cash handling skills;
- Be aware of Cathedral security procedures;
- Understand the cathedral policies for disability, child protection and health and safety;
- Work closely with the Visitor Engagement Officer and other colleagues to identify problems or improvements to enhance the quality and efficiency of the offer at the Cathedral;
- Encourage visitors to donate to the Cathedral through the various platforms available in the Cathedral and online and to encourage those making a donation to Gift Aid it should they be eligible to do so;

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- Maintain the Welcome/Information desk with a supply of Visitor Maps, Cathedral Guidebooks and What's On leaflets;
- Direct visitors to the Cathedral Shop and Café encouraging secondary spend.

### Income Generation

- Increase voluntary visitor donations by encouraging visitors to use the various donation platforms situated in the Cathedral and online.
- Promote the sale of information products such as the Visitor Map and Guidebook.
- Compile a record of visitor numbers by counting and recording daily totals;
- Handle cash and card payments at the Welcome or Information desk ensuring cash, customer card receipts and commercial products are kept secure.

### Person Specification

- Able to offer a warm, friendly welcome to all visitors and maintain a calm a professional disposition, even in stressful situations;
- Confident, articulate, and polite, with well-developed communication skills;
- Experience of working with and handling money and using card payment machines;
- Have a passion for excellent customer service;
- Flexible and able to think quickly and adapt to different situations;
- Ability to work well with others and independently;
- Ability to use own initiative with a responsible, friendly, and 'can-do' attitude;
- Previous experience in a customer facing role helpful;
- Comfortable in a faith-based organisation and be sympathetic to its Christian values;
- Able to demonstrate sympathy with the aims and objectives of Southwark Cathedral and a real enthusiasm for playing your part in the Cathedral's Ministry of Welcome;
- Being able to speak another language is desirable but not essential;

### Terms and Conditions

#### Working Hours

The working hours shall be up to 5 hours for the Sunday position and 18 hours per week for the Monday – Saturday position exclusive of breaks.

#### Annual Leave

Pro rata to hours worked.

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### Probation

The appointment is subject to the satisfactory completion of a three-month probationary period.

### Season ticket loan

Once the probationary period has been completed satisfactorily, the person appointed will be eligible to take out a season ticket loan.

### Pension

The person appointed will be eligible to join a defined contributions pension scheme managed by the Church Workers Pension Fund. The Cathedral will contribute half of the annual premium of 10% of salary.

### Termination of Employment

During the three-month probationary period one week's notice is required on either side. Thereafter you will be required to give one month's notice should you wish to resign and will receive a minimum of one month's notice subject to the terms of your contract.