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# Westminster Abbey



## Visitor Experience Assistant (Welcome Team)

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### Job description and person specification



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## Job description

**JOB TITLE:** Visitor Experience Assistant (Welcome Team)

**DEPARTMENT:** Visitor Experience

**POST REPORTS TO:** Visitor Experience Supervisor

**JOB SUMMARY:** This is a frontline, customer focused role that requires the job holder to provide excellent customer service within a fast-paced, demanding setting

The Visitor Experience team is devoted to promoting excellent, engaging visitor services as part of our welcome to worshippers and visitors to the Abbey

The role is uniformed and will require the post holder to abide by the Abbey's uniform guidelines whilst on duty

**BACKGROUND:** Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey, comprising approximately 350 employees and a greater number of volunteers.

### MAIN DUTIES AND RESPONSIBILITIES:

1. Meeting and greeting visitors both outside and inside the Abbey, in a positive, engaging manner, ensuring a warm Abbey welcome is offered at all times
2. Managing the flow of visitors in the queues inside the Abbey and generally assisting visitors outside and within the Abbey and its precincts, with questions/directions/advice
3. Managing the issue and programming of media guides to visitors as and when required, ensuring that sufficient guides are in place to meet visitor demand
4. Assisting with the tracking and collection of media guides, ensuring that they are not removed from the Abbey and that they are charged appropriately, checked for troubleshooting and ready for the start of each day
5. Setting up the distribution and collection areas of the media guides in the morning and make sure everything is put away and tidy at the end of the shift.
6. Assisting the visitors as part of the accreditation team during most major services in the Abbey.
7. To have a good level of Health & Safety awareness whilst carrying out tasks for the safety of themselves and others and to follow Abbey Health & Safety guidelines where applicable.

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# Person specification

## **JOB TITLE: Visitor Experience Assistant**

*This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.*

### **Essential**

#### **Skills/Aptitudes/Knowledge:**

1. A positive approach, with evidence of a commitment to delivering outstanding customer service and of anticipating and responding to customer needs
2. The ability to engage positively and effectively with diverse customer groups
3. The ability to work effectively under pressure and to take and follow instructions
4. Empathy for the work of the Abbey
5. Flexibility to work in a variety of settings, indoors and outside, evening and weekends
6. Previous experience of working within a large venue/visitor attraction

#### **Circumstances:**

7. Ability to stand/walk within the Abbey for long periods every day

### **Desirable**

8. An interest in British history and an appreciation of heritage sites
9. Have previous experience of working in a customer service environment

*This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.*