
Westminster Abbey



Engagement Co-ordinator

Job description and person specification



Job description

JOB TITLE:	Engagement Co-ordinator
DEPARTMENT:	Engagement
POST REPORTS TO:	Head of Engagement
KEY RELATIONSHIPS:	Internal: Engagement Team, Digital Content Manager, Learning Department, Visitor Experience Team, Volunteers. External: Community partners, universities, publishers, artists, other heritage organisations.
JOB SUMMARY:	This role will provide effective office administration and internal and external communication support to the Engagement Team. This will include resource management and contract management of key programmes for which the Engagement Team is responsible to enable departmental development.
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 360 employees and a greater number of volunteers. The Engagement department offers opportunities for visitors to engage with the Abbey's core purpose to national and international audiences through accessible public programming; community partnerships; and social engagement projects, including working with the Abbey's Almoner.

MAIN DUTIES AND RESPONSIBILITIES:

- Act as first point of contact for the Engagement team. Responding to relevant communication, managing inboxes for community, family and adult engagement for the team and responding to phone enquiries.
- Managing all aspects of the administration of bookings for community groups, including liaising with group leaders, keeping the database and records of visits, invoicing relevant groups. Working with the IT Department on updates to the CRM.
- Coordinate all bookings and communication about staff engagement events utilising CRM, MS Forms and Outlook.
- Managing the department's Eventbrite to include uploading events and managing ticket reports and ensuring timely communication with bookers about events.
- Extract data from CRM, Eventbrite and Avius to produce appropriate departmental reports and undertake relevant analysis to support the work of the department.

- Coordinating the team's Mailchimp communication with families, joining the Abbey wide e-marketing group and keeping family audiences informed of activity coming up.
- Lead on all onboarding with HR colleagues for work placement students and volunteers.
- Coordinating and communicating with volunteers, including managing a rota, a regular e-news and ensuring all relevant paperwork is completed in collaboration with HR colleagues.
- Managing and ordering resources for use during Engagement activities. This will include stock taking, ordering new materials and keeping the budget updated.
- Coordinate the team's internal communications liaising with internal contributors about events, sending out event schedules, managing catering requirements, liaising with facilities to ensure event set up runs smoothly.
- Attend relevant Abbey meetings to ensure appropriate information exchange and communication to staff colleagues.
- Attend and produce minutes for regular meetings including the bi-monthly team meeting, community bookings meeting and Public Engagement Group meetings keeping track of actions assigned.
- Produce departmental procedures and Risk Assessments and ensure they are kept up to date as things change.
- Be the team's GDPR lead and ensure GDPR compliance.
- To provide effective contract management support in respect of relevant contractors and ensure all relevant documentation is issued, monitored in relation to compliance and maintained using appropriate systems and processes as advised by the Contracts and Procurement Manager.
- Offering logistical support on the day of events, and where necessary being an additional supervisory member of staff.

Safeguarding

*Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a **Basic level** criminal record check.*

Person specification

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

Knowledge / Skills

- Excellent communication skills, particularly written, in order to deal confidently with queries from internal and external contacts.
- Administration skills and familiarity with MS Office, particularly Outlook and Excel.
- Ability to work as part of a wider team, including many different Abbey departments and volunteers.
- Excellent organisational skills with the ability to work effectively to deadlines and to operate independently and autonomously, recognising when to escalate to senior colleagues.
- To have a high-level of attention to detail, including accuracy, to analyse and review complex contractual correspondence and data.

Experience

- Working in a busy office environment as part of a team.
- Experience of using (entry, retrieval and manipulation) databases.
- A positive approach, with evidence of a commitment to delivering outstanding customer service and working in front line customer service environment.

Attributes

- The ability to appreciate the Abbey as a living church and worshipping community and to communicate this to those making bookings.
- A sense of purpose and ability to take personal initiative.
- Commitment to the Abbey values and to achieving Diversity in all aspects of the Department's work.

Desirable

Experience

- Providing an administrative service to a department.

- Using a CRM system, Avius, Eventbrite etc or similar.
- Working in a heritage site.
- Working with volunteers.

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.