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Westminster Abbey



# Engagement Apprentice

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Job description and person specification



# Job description

**JOB TITLE:** Engagement Apprentice  
**ACCOUNTABLE TO:** Adult Engagement Manager

**DEPARTMENT:** Engagement

**KEY RELATIONSHIPS:** Engagement team, Digital Content Manager, Volunteers, Visitor Experience team, family visitors and personnel organising community visits.

**BACKGROUND:** The Abbey is first and foremost a Church. All who wish to attend the Services open to the public are welcome and, when there is no Service in progress or in preparation, everybody is welcome to those parts of the Abbey open to the public.

The Engagement team at Westminster Abbey work to create avenues for people of all ages and backgrounds to connect with the story of the Abbey. We do this by planning and delivering events such as talks, tours, activity days and workshops that are designed to make the Abbey interesting and accessible to as many people as possible. Our adult and family public programmes consist of regular events that take place in the Abbey. Through our community programmes we work with charities and community groups to create opportunities for people who cannot normally access the Abbey to engage with our historic building.

**JOB SUMMARY:** The Engagement team at Westminster Abbey work to create avenues for people of all ages and backgrounds to connect with the story of the Abbey. We do this by planning and delivering events such as talks, tours, activity days and workshops that are designed to make the Abbey interesting and accessible to as many people as possible. Our adult and family public programmes consist of regular events that take place in the Abbey. Through our community programmes we work with charities and community groups to create opportunities for people who cannot normally access the Abbey to engage with our historic building.

This role will support the planning and delivery of both our events and community engagement programmes here at Westminster Abbey. The post-holder will work across the engagement team to plan and put on a range of different events aimed at people of all ages, both onsite and online. As it is managed by the Adult Engagement Manager, the primary focus will be on events for adults with regular opportunities to work on projects aimed at families and young people.

This role exists because of the social engagement commitment the Abbey has made to developing people, and the post holder will be involved in activity to support the other areas of that statement alongside the rest of the team. Training in the systems and processes the Abbey uses will be provided.

Whilst learning on the job, the post holder will undertake the [Apprenticeship in Cultural Learning and Participation Level 3](#), with a dedicated day each week set aside for teaching and study.

This is a fixed-term contract beginning in September 2026. It will last for 18 months.

Usual working hours are Tuesday-Friday with teaching on a Monday via Westminster Adult Education Services. This role will involve some ad-hoc evening and weekend working, including at least one Saturday per month. Time off in lieu will be given for these instances. Training will be provided throughout the apprenticeship.

A degree level qualification is not required for this role. The post-holder must have a Level 2 qualification in Maths and English, or a willingness to achieve this level in the first year of the contract, in time for the end-point assessment.

If you are interested in applying and would like to find out more about this role, we are holding two information sessions at the Abbey during the application window:

Friday, 12th June 2026 - 10:30 am to 11:30 am

Monday, 15th June 2026 - 1:00 pm to 2:00 pm

If you would like to attend, please email [adult.programmes@westminster-abbey.org](mailto:adult.programmes@westminster-abbey.org) to sign up. If you are unable to attend but would like to arrange an informal chat, please contact us via the same address.

## **MAIN DUTIES AND RESPONSIBILITIES:**

The person appointed will be responsible for:

1. Active participation in the preparation and delivery of the public programmes. By the end of the apprenticeship, the aim is for the post holder to have project managed an event or series of events. This will include:
  - i. Coming up with ideas for events based on the Abbey's daily life, history and buildings. These ideas will be customised depending on the type of people that we want to attract to that event (e.g. If the event is for families, the idea will be suitable for children).
  - ii. Researching, emailing and briefing external people that we commission to lead the event.
  - iii. Selecting, researching and writing 10-minute 'Memorial of the Month' talks.
  - iv. Assisting with the delivery of tours for people of all ages.
  - v. Preparing materials, scripts and signage required for events.
  - vi. Communicating with colleagues across the Abbey to plan for the event.
  - vii. Support the smooth running of events.
  - viii. Briefing and assisting people who help at events, including volunteers and Visitor Experience staff.

A standalone event, developed and delivered by the apprentice will be assessed as part of the apprenticeship qualification.

2. Assisting with the delivery of the community engagement programme. This will include:
  - i. Supporting the delivery of community tours and activities, ensuring they are customised to the needs of the specific group.
  - ii. Supporting the team to run events held in partnership with or for community groups.

3. Using the internal diary and database as well as external systems (e.g. Eventbrite) including making bookings, data entry and creating reports.
4. Working with the Digital Content Manager to deliver the digital elements of the Engagement programme. This may include resizing images for the web, writing copy, creating subtitles, uploading to the website and supporting with filming logistics.
5. Working alongside the team to evaluate all programmes effectively, collating results and making recommendations for improvements.
6. Act as a key point of contact with visitors including monitoring three inboxes, booking enquiries, ongoing communication about events and writing e-newsletters.
7. Other responsibilities as required by the Head of Engagement, including occasionally helping with school tour delivery if needed.

# Person Specification

*This section outlines the knowledge, skills and abilities the job holder needs 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.*

*When writing your cover letter, we recommend that you reference the points in the personal specification to demonstrate your suitability and interest. You can draw on examples from your life as well as your work experience.*

## **Education**

The post-holder must have a Level 2 qualification in Maths and English, or a willingness to achieve this level in the first year of the contract, in time for the end-point assessment.

A degree level qualification is not required for this role.

## **Essential**

### **Skills/Aptitudes:**

1. Good communication skills, with ability to speak to lots of different people. You can speak comfortably to people of all ages and would be comfortable speaking to both small groups and large audiences.
2. The ability to use MS Office and the ability to learn how to use other IT systems as appropriate for the role.
3. Time management skills.
4. Ability to work as part of a wider team.

### **Knowledge/Experience:**

5. Knowledge of, or interest in, a key aspect of the Abbey's history, architecture, musical tradition or subject areas covered by those buried or remembered in the Abbey.
6. Experience or interest in working with the community around you.

### **Personal Attributes & Circumstances:**

7. The ability to appreciate the Abbey as a living church and worshipping community and to communicate this to visitors who may come from different or no faith tradition.
8. Creative, dynamic and enthusiastic approach and an enjoyment of working with a variety of different people.
9. A sense of purpose and ability to take personal initiative.
10. Commitment to the Abbey values and to achieving diversity in all aspects of the Engagement Team's work.

## **Desirable**

1. Creative and public speaking skills
2. Experience being a volunteer or working with volunteers.
3. An understanding of the considerations that go into planning an event of any size.

*The responsibilities contained within this job description are not exhaustive and will be kept under review. The contents may be amended from time to time to reflect the changing needs of Westminster Abbey. Any proposed changes will be discussed with the postholder.*

## **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 on staff and volunteers and require them to complete relevant safeguarding training.