
Westminster Abbey



Abbey Marshal

Job description and person specification



Job description

JOB TITLE: Abbey Marshal

ACCOUNTABLE TO: Visitor Experience Supervisors

DEPARTMENT: Visitor Experience

KEY RELATIONSHIPS: Visitor Experience team, Volunteer team, Security team, Dean & Chapter (particularly the Canon Steward), Abbey worshippers and visitors.

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 around 300 employees and a similar number of volunteers

JOB SUMMARY: To work within the Visitor Experience team to promote outstanding, engaging visitor services as part of our welcome to all 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.

MAIN DUTIES AND RESPONSIBILITIES:

1. Welcoming all visitors into the Abbey in a polite and enthusiastic manner
2. Addressing any customer queries and feedback in a proactive and friendly manner
3. Responding to any access needs of the Abbey's visitors, and to assist with changing or limiting visitor access/flow as and when directed, preventing congestion and ensuring orderly behaviour of visitors
4. Ensuring the safe access and flow of visitors in and around the Abbey, the Queen's Diamond Jubilee Galleries, The North Green and the Abbey's precincts (Cloister entrance) and the adherence to Abbey policies relating to guiding and photography
5. Preventing unauthorised access to the Abbey and its precincts and undertaking general security surveillance
6. Being fully conversant with emergency and evacuation procedures and assisting any evacuation/invacuation of the building and/or precincts when on duty
7. Taking reasonable care for the health, safety and well-being of yourself and others in line with the Abbey's Health & Safety policy, and the Safeguarding policy
8. Providing assistance and support to the emergency services in the organisation of special services/visits and/or in the event of a major incident
9. Carry out any other tasks as instructed by the Visitor Experience management team

Person Specification

Qualification/Training:

- Customer service training or equivalent experience

Knowledge/Skills:

- An interest in the history of historic buildings
- Excellent verbal communication skills
- Provide effective, first-class customer service skills
- The ability to engage positively and effectively with diverse customer groups
- The ability to work effectively under pressure and to take and follow instructions

Experience:

- Previous experience in the Museums and Heritage sector
- Previous experience of working within a large venue/visitor attraction, managing visitor access, visitor flow, and/or undertaking general security functions

Attributes:

- A positive approach, with evidence of a commitment to delivering outstanding customer service and anticipating and responding to customer needs
- Work unsupervised and act on initiative when required
- Respond to visitor's enquiries, referring visitors to other staff where necessary
- Act decisively in potentially difficult situations, control crowds and prevent congestion
- Identify unusual or suspicious behaviour and take appropriate action
- Calm and friendly approach
- Able to work effectively as part of a team
- An empathy for the work of the Abbey
- Flexibility to work in a variety of settings, indoors and outside, evening and weekends
- Stand and walk for long periods, including being outside in all weathers
- Work weekends, early mornings, and evenings, public holidays

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.

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.