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Westminster Abbey



# Temporary Learning Assistant

Fixed term: 8 weeks from February 2026

Part-Time: Mon- Fri 10am-3.00pm

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## Job description and person specification



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## Job description

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| <b>JOB TITLE:</b>       | Learning Assistant (Part-time Monday – Friday 10am-3pm)<br><br>(Fixed Term 8 weeks – starting February 2026)   |
| <b>DEPARTMENT:</b>      | Learning Department  |
| <b>POST REPORTS TO:</b> | Head of Learning   |
| <b>JOB SUMMARY:</b>     | <p>This is a new, fixed-term position to enable the Learning Department to fulfil the departmental objective of welcoming all formal learning groups. The post-holder will be being stationed at the groups (cloister) entrance to meet all self-led formal learners from the UK and Overseas to ensure that they feel welcomed to the Abbey.</p> <p>The post-holder will also ensure that groups arriving for guided tours are directed to the Learning Centre in 2 Abbey Gardens.</p> <p>When no groups are booked, they will assist with administrative or preparation tasks in the Learning office.</p> <p>This is a fixed-term contract in order to test out whether the position should be made permanent. Groups will be asked for feedback on their experience which will be used to inform this decision.</p>   |
| <b>BACKGROUND:</b>      | <p>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 300 employees and a greater number of volunteers.</p> <p>Westminster Abbey's Learning Department provides a high-quality experience which aims to enhance the learning of young people from the UK, the Commonwealth and beyond. The Learning department makes use of all parts of the Abbey, from the historic cloisters to the beautiful hidden gardens, and is based in Learning Centre in the Abbey Garden. Formal learnings encounter the fascinating history of the Abbey and its importance and role as a living church today.</p> <p>The Department also delivers outreach sessions in London schools, video conferences for students around the world and creates high-quality online teaching resources.</p> <p>The department currently has six members of staff: Head of Learning, Senior Learning Officer, 2 x Learning Officers, Schools Outreach Officer, Learning Coordinator and approx. 40 Learning Volunteers.</p> |

## **MAIN DUTIES AND RESPONSIBILITIES:**

- Check the list of self-led formal learning groups expected that day to determine which groups need to pay on arrival and collect wrist bands from Reception for groups that have paid by invoice.
- If any schools have arranged to use Abbey clipboards, collect those from the Learning Office in the morning and collect them in at the end of the group's visit.
- Greet all self-led formal learning groups at the Groups' entrance.
- If the school needs to pay, direct them to Reception.
- Assist the teacher to distribute wrist bands and clipboards, if required, to students.
- Assist the lead teacher to divide up larger groups into appropriate sizes (as directed by the members of VE but no more than 15 students per group)
- Ensure group leaders have paddles and know where they are starting from.
- If students are completing worksheets, make sure they know where they are starting from.
- Lead groups into the cloisters pointing out toilets and the location of where they are to sit if they are having lunch in the cloisters.
- Before students set off, deliver a short welcome to the whole group explaining the role, importance and history of the Abbey so that they feel comfortable, safe and welcomed.
- Ensure that group leaders are confident with their route around the Abbey and answer any questions they may have.
- Liaise with VE/Beadles or any other staff if there are issues relating to self-led formal learning groups within the Abbey.
- If any groups arrive who should be at the Learning Centre in 2 Abbey Gardens, ensure that they are directed clearly and inform the rest of the Learning Team who will come to look out for them on Great College Street.
- When there are no groups booked in, to work on office and administrative tasks in the Learning Office.

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# Person specification

## Essential

### Qualification / Training

- Educated to at least A-Level standard with GCSE Grade C or equivalent in Maths and English Language

### Knowledge / Skills

- Excellent communication skills, particularly oral with good telephone skills.
- A good understanding of the UK education system.
- Ability to work as part of a wider team, including many different Abbey departments and volunteers.
- The ability to stand at the Groups Entrance in all weathers, waiting for booked groups to arrive.

### Experience

- Excellent communication skills with clear spoken English
- The ability to adapt communication style to students of different ages and abilities.
- Experience of greeting groups of school children and young people and explaining things in an interesting and engaging way.
- Ability to work as part of a wider team, including many different Abbey departments and volunteers.
- Good knowledge of British history.
- Using a database to record and update information (training will be given on the Abbey CRM).
- Working in a busy environment as part of a team.

### Attributes / Qualities

- The ability to appreciate the Abbey as a living church and worshipping community and to communicate this to students and teachers.
- A friendly, creative, energetic, dynamic and enthusiastic approach.
- An enjoyment of working with both adults and young people.
- A sense of purpose and ability to take personal initiative.
- Commitment to the Abbey values and to achieving Diversity in all aspects of the Learning department's work.
- An appreciation of the pressures faced by teachers taking groups on school trips and the ability to present an empathetic and welcoming demeanour.

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.

## Desirable

### Knowledge / Skills

- Administration skills and familiarity with MS Office, particularly Outlook and Excel.

- Using a database to record and update information (training will be given on the Abbey CRM).
- A good understanding of the history and significance of Westminster Abbey