
Westminster Abbey



Engagement Assistant

Job description and person specification



Job description

JOB TITLE:	Engagement Assistant
DEPARTMENT:	Engagement
POST REPORTS TO:	Community Engagement Manager
KEY RELATIONSHIPS:	Internal: Engagement Team, Learning Team, VE Team External: Volunteers, visitors to the Abbey, visiting community groups
JOB SUMMARY:	This role will enable a regular programme of activity for family audiences to the Abbey, helping them to engage on a deeper level with the Abbey as a church and heritage site. They will also support tours and activities when they are booked on relevant days which deliver against our community programmes.
BACKGROUND:	<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 360 employees and a greater number of volunteers.</p> <p>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.</p>

MAIN DUTIES AND RESPONSIBILITIES:

- Delivering added value activity for family audiences on a Saturday:
 - Setting up seasonally appropriate activity.
 - Supervising volunteers.
 - Preparing materials.
 - Gathering evaluation data.
- Deliver guided tours to community groups:
 - Meeting and Greeting groups booked in for guided or self-led visits on those days.
 - Delivering guided tours in line with health and safety standards and meeting the needs of the groups booked in.
 - Gathering evaluation data.
- Restock family trails at the Visitor Welcome Desk in line with demand, and gathering evaluation data to inform further development of the trail.

- Assist with delivery of any Family or Festival Days which occur on Saturdays, some additional days may be available to support family days on other days of the week in lieu of Saturdays not needed for added value delivery.
- Delivering other programmes as needed as part of the Adult engagement programme including delivering scripted tours on topics such as memorialisation and supporting contractors delivering accessible tours for specific audiences who face barriers to accessing the Abbey.

The post holder will work on Saturdays, and limited hours on a Monday (9.30 am - 2.30 pm) to support delivery of activity on those days to meet the needs of our audiences.

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 an **Enhanced 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

- Proven ability to communicate well with a range of audiences, particularly verbally.
- Ability to work collaboratively as part of a wider team, including many different Abbey departments.
- Knowledge and understanding of informal learning and community engagement.

Experience

- Previous experience of working to deliver public events and/or community programmes at an arts/heritage/cultural site.

Attributes

- The ability to appreciate the Abbey as a living church and worshipping community and to communicate this to audiences from all faiths and none.
- Ability to respond to situations as they occur in a calm and professional manner.
- Commitment to the Abbey values and to achieving Diversity in all aspects of the Engagement Team's work.

Desirable

Knowledge / Skills

- Public speaking skills.

Attributes

- Demonstrate creativity.

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.