
Westminster Abbey



Ticketing and Information Officer

Job description and person specification



Job description

JOB TITLE:	Ticketing & Information Officer (Welcome Team)
DEPARTMENT:	Visitor Experience
POST REPORTS TO:	Visitor Experience Supervisor
JOB SUMMARY:	<p>This is a frontline, customer focused role that requires the job holder to provide excellent customer service within a fast-paced, demanding setting, as well as taking responsibility for general ticketing/cashier duties</p> <p>The Visitor Experience team is devoted to promoting excellent, engaging visitor services as part of our welcome to worshippers and visitors to the Abbey</p> <p>The role is uniformed and will require the post holder to abide by the Abbey's uniform guidelines whilst on duty</p>

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 approximately 300 employees and a greater number of volunteers.
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MAIN DUTIES AND RESPONSIBILITIES:

1. Issuing tickets, handling cash/credit card transactions, signing people up for gift aid tickets, issuing Abbey Association membership passes
2. Cashing up/completing a daily sales return/reconciliation, and assisting with banking and general cashiering duties
3. Meeting and greeting visitors both outside and inside the Abbey, in a positive, engaging manner, ensuring a warm Abbey welcome is offered at all times
4. Managing the flow of visitors in the queues primarily inside (and occasionally outside) the Abbey and generally assisting visitors within the Abbey and its precincts, with questions/directions/advice
5. Managing the distribution and collection of multi-media guides to visitors as and when required, ensuring that sufficient guides are in place to meet visitor demand

6. Assisting with the tracking and collection of multi-media guides to ensure that they are not removed from the Abbey and that they are charged appropriately, ready for the start of each day
7. To ensure the ticket sales area is maintained in a tidy, efficient and presentable state at all times, and the visitor leaflets are replenished as and when required.
8. To have a good level of Health & Safety awareness whilst carrying out tasks for the safety of themselves and others and to follow Abbey Health & Safety guidelines where applicable
9. To be aware of and knowledgeable about cash security and credit card fraud measures and aware of data protection requirements

Person specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post.

Qualification/Training

1. Willingness to undertake continued professional development.

Knowledge/Skills

2. A positive approach, with evidence of a commitment to delivering outstanding customer service and of anticipating and responding to customer needs
3. The ability to engage positively and effectively with diverse customer groups
4. The ability to work effectively under pressure and to take and follow instructions
5. Flexibility to work in a variety of settings, indoors and outside, evenings and weekends

Experience

6. Previous experience of working within a large venue/visitor attraction
7. Ticketing/box office experience
8. Experience of handling cash/credit card transactions and reconciling daily sales

Attributes

9. Empathy for the work of the Abbey
10. An interest in British history and an appreciation of heritage sites (*Desirable*)

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 an basic level criminal record check.