

Sheffield Cathedral

Visitor Experience Coordinator

Candidate Information Pack



Welcome

Sheffield Cathedral is seeking to appoint a Visitor Experience Coordinator.

Sheffield Cathedral sits at the heart of a great city. Known throughout the world for its steel, its football and its music, Sheffield is a city that has survived tough times, and is loved passionately by those who live here. The Cathedral has a history of hosting cultural events, concerts, and exhibitions, as well as providing educational opportunities for schools across the region. Our vision is to be a place for all people, and as we continue to emerge from the Covid pandemic, the team at the Cathedral are looking at every aspect of what we do to see how we are fulfilling this ambition, and what new things we can do to reach out to a wider, more diverse range of people. At its heart, Sheffield Cathedral is a place of worship with a growing congregation of people originating from countries across the world.

We are working hard to develop our work with young people, and we are seeking to deepen our links with the Archer Project who serve the homeless and vulnerable in the city and share our building. We are keen to take seriously our role as the Mother Church of the Diocese, to support the Diocesan Strategy and to be a place of welcome and warmth for the whole Diocesan family. Most importantly, Sheffield Cathedral is a holy place where prayers are said daily, and people come to seek quiet space and sanctuary within our ancient walls. If you are a person who is excited by such challenge and called to embrace new opportunities in a place that is proud of its history, but eager to step out into the future confidently and joyfully, we would love you to join our team.

Sheffield Cathedral is an equal opportunities employer. We welcome applications from everyone. However, we are aware that disabled, women and those of Global Majority Heritage (GMH) are currently underrepresented in our team and so we particularly encourage applications from these groups. Appointments are of course based on merit. I would be delighted to have an informal conversation with anybody who would like to know more before submitting an application.

Thank you for your interest in this role and for prayerfully discerning if this might be the place that God is calling you to.



The Very Revd Abi Thompson
Dean of Sheffield



JOB DESCRIPTION – Visitor Experience Coordinator

JOB TITLE:	Visitor Experience Coordinator
REPORTS TO:	Chief Operating Officer
RESPONSIBLE FOR:	Visitor Experience Volunteers
BASED AT:	Sheffield Cathedral
SALARY:	£26,000 - £28,000 FTE
HOURS:	40 hours per week including weekends and anti-social hours

SUMMARY OF ROLE:

The Visitor Experience Coordinator will help to fulfil the vision of Sheffield Cathedral by overseeing the delivery of a high-quality experience to all who visit the Cathedral.

Sheffield Cathedral welcomes tens of thousands of visitors each year for a variety of reasons, and you will have significant experience in developing and delivering a high-quality experience for visitors of all ages, abilities, cultures and socio-economic backgrounds. You will lead, inspire, and develop our volunteer team and will work closely alongside our Enterprise and Senior Management Team. You will create and encourage multiple opportunities for visitors to the Cathedral to give generously.

DUTIES & RESPONSIBILITIES

1.	Oversee the full visitor offer to ensure Sheffield Cathedral delivers a high-quality experience for visitors of all ages, abilities, cultures and socio-economic backgrounds.
2.	Ensure that all the visitors receive a warm welcome in an inviting environment, whatever the reason for their visit.
3.	Work with colleagues across the Cathedral to identify and realise new and existing opportunities to enhance the visitor experience.
4.	Enable integration of the visitor offer with the Cathedral's history and heritage, mission and ministry.
5.	Integrate the Cathedral's visitor and faith facing offers to better inform each other.
6.	Ensure that visitor issues and complaints are dealt with promptly.
7.	Support volunteers to understand and embody Sheffield Cathedral's vision and values.
8.	Work with the Events and Operations Manager, 1554 Enterprise Manager and Canon Missioner to engage, train and support volunteers into a range of volunteering opportunities.
9.	Work with other key post holders to increase the Cathedral's visitor generated income across multiple channels including: <ul style="list-style-type: none"> • Donations and Gift Aid • Events and activities, performances and recitals • Guided tours • Group bookings • Retail sales
10.	Work with the Development Manager on funding applications, as required.





11.	Develop and maintain excellent professional relationships with internal and external colleagues, volunteers and stakeholders including city, county and diocesan.
12.	Offer input to the Marketing team relating to the Cathedral's visitor facing communications, including the Cathedral's digital platforms.
13.	Oversee management of ticketing systems.
14.	Be a Cathedral ambassador within the heritage, tourism, arts and events sectors both locally and wider.
15.	Ongoing monitoring, review, and evaluation of all aspects of the Cathedral's interaction with visitors.
16.	Work with colleagues and volunteers to: <ul style="list-style-type: none"> • Ensure appropriate information (e.g. visitor numbers, spend, giving, feedback, performance, complaints) is recorded and maintained • Fulfil grant monitoring and reporting • Carry out a range of appropriate visitor surveys
17.	Provide supervision for volunteers.
18.	Actively support the Cathedral's commitment to widening access and promoting equality, diversity and inclusion.
19.	Develop and maintain positive working relationships and treat others with respect and dignity.
20.	Promote the welfare of children, young people and vulnerable adults throughout the 'visitor experience' portfolio.
21.	Report, as required, any safeguarding concerns related to children, young people or vulnerable adults in accordance with agreed policies and procedures.
22.	Maintain a healthy and safe environment for yourself, colleagues and visitors – reporting and dealing with any hazards as necessary.
23.	Undertake any other duties commensurate with the role.
24.	Comply with all Cathedral policies.

Person Specification**Essential experience, knowledge and skills:**

1.	Experience of working in a senior customer facing/visitor experience role.
2.	A track record of increasing visitor (or equivalent) giving in a similar setting.
3.	Experience of creating, implementing and delivering strategies.
4.	Well-developed interpersonal skills, to quickly gain an understanding of needs and interests of varied stakeholders and the ability to build strong working relationships with these stakeholders.
5.	A track record of achieving targets across a range of performance indicators (e.g. visitor experience, increasing visitor income).
6.	An operational understanding and experience of a complex visitor/heritage attraction.
7.	Familiarity with the Church of England, particularly cathedrals.
8.	Able to work in a very busy environment and remain calm under pressure.
9.	Able to think quickly, make decisions and to move as required from one task to another.
10.	Ability to work with discretion and to maintain confidentiality.
11.	A high level of emotional intelligence, able to relate easily to people at all levels and to build strong and effective working relationships internally and externally.
12.	Self-motivated, able to take responsibility with confidence, to use initiative and work without close supervision and alone, while also being a good team worker when required.
13.	Able to show commitment, flexibility, patience and good humour.



14.	Strong knowledge of Microsoft applications and familiarity with a range of digital platforms.
15.	A team player with the ability to inspire, influence and motivate others and work collaboratively.
16.	An articulate communicator, both verbal and written, capable of building the confidence of colleagues and partners at all levels, internally and externally.
17.	An understanding of the needs of people with issues around addiction and mental health and sensitivity to the needs of the homeless.
Desirable experience, knowledge and skills:	
1.	Some knowledge of the Church of England, its structure and workings.
2.	A general appreciation of Christian faith and the Church of England's theological basis and liturgical practice.
3.	Project management skills.

The individual will be in sympathy with, and in their work support, the Christian aims and mission of Sheffield Cathedral.

Benefits:
<ul style="list-style-type: none"> • Holiday entitlement – 5 weeks including bank holidays per annum. • The Cathedral will match up to 3% of your contribution to your pension plan • Personal health plan • Staff discount in 1554 Coffee and Gift Shop
Working Pattern:
This is a full-time role, 40 hours per week, which may include Saturday and Sunday. You will be required to be flexible, working some weekends, evenings and Bank Holidays.

How to apply

Closing date for applications is: 5pm on Friday 5th April 2024

Completed applications should be returned to: nicola.burgin@sheffield-cathedral.org.uk

Interviews: Thursday 18th April 2024

