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The seat of the Archbishop of York, the Cathedral and the Metropolitical Church of St Peter in York, York Minster as it is better known, is the mother church of the Northern Province and the Cathedral for the Diocese of York. It is a centre for Christian life in the North of England and is one of the most iconic and famous buildings in the United Kingdom.

York Minster has been a place of prayer and pilgrimage for over 1,400 years and worship is still at the heart of Minster life. It is also a gothic masterpiece in stone and stained glass. It is a magnet that draws people to visit the City of York and is a defining symbol of the ancient “capital of the North”. Each year around 600,000 people from all over the world come to explore the Minster, and visitor surveys find a high level of satisfaction from their experience. It is one of the centres of York’s lively cultural life, hosting many concerts and exhibitions alongside the daily pattern of worship and prayer. The worship cycle is presented in a magnificent setting with exceptional music and liturgy. York Minster’s Choir of adult Songmen and boys and girls educated at St. Peter’s School is world renowned. The Choir’s mastery of the English choral tradition is one of the Minster’s crowning glories.

The Minster is a diverse place with over 160 members of staff and almost 500 volunteers needed to run it. There is a large Works Department, whose range of skilled craftspeople look after the Minster and the Precinct Properties; a fine Library run in partnership with the University of York, a cathedral shop and a team of Visitor Experience staff who ensure that all our visitors receive a warm welcome. The outward facing teams are supported in their Stewardship of the Minster’s resources by the Chapter Office team which include Finance, HR, Legal, IT and Communications. This stewardship function is vitally important as the Minster relies on self-generated income as it receives no regular income from Government and very modest funding from the central Church of England.
Chapter’s current strategic plan (2015 – 2020) was developed in consultation with 1000 people. The plan was approved and endorsed by Chapter and the Archbishop. Work on a new plan was due to start this year but has been interrupted by the Covid-19 pandemic and the Senior Executive Team will produce an interim plan to take us to 2025 by the end of 2021.

**Mission:** York Minster invites everyone to discover God’s love through our welcome, worship, learning and work.

**Purpose:**
- to play an active role, across the Diocese of York and the Northern Province of the Church of England supporting the work of the Archbishop, sharing our skills and knowledge and working with communities and partners to further our mission;
- to inspire people, through the story of Jesus Christ, through our worship, prayer and music and through the heritage and history of York Minster, onto a journey of personal and corporate transformation;
- to engage all our community in a participative and consultative way;
- to put learning and the transformation of ourselves and of others at the heart of all we do;
- to manage our business successfully, covering our costs and generating the funding necessary to further our mission and to sustain the Minster.

**Values:**
- Courage
- Trust
- Wisdom
- Humility

**Organisation, Management and Governance**
The work of the Cathedral is carried out by staff and volunteers, yet the ‘corporate body’ responsible for the management of the Cathedral is the Chapter of York who is advised by the Cathedral Council and the College of Canons.

The Chapter is responsible for all aspects of the day-to-day management of the Cathedral. Chapter comprises the Dean, three Residentiary Canons, and currently six Lay Canons.

The Senior Executive Team, led by the Chapter Steward, comprises the Dean and the Residentiary Canons and the Directors. The Team meets regularly to review performance against business plan and strategic objectives and to discuss permission requests.

The Minster receives no regular income from the Government or the Church of England, and relies on self-generated income to ensure that the building can be properly maintained and remain glorious for future generations.
Visitor Experience Manager

£23,868.00 per annum, 37.5 hours per week

We have a full-time permanent vacancy within our team of four Visitor Experience Managers (VEMs). The VEMs lead and manage our team of Minster Hosts and share day-to-day management of our visitor operation, playing a vital role as York Minster welcomes visitors for services, general visiting, and events. We are looking for this important role to be filled ahead of our busy Advent and Christmas period.

Do you:
- Enjoy working in a service centric operation?
- Have experience of supervising and developing staff?
- Have a passion and flare for welcoming visitors and meeting a wide range of visitor needs and expectations?

If so, we would like to hear from you.

The successful applicant will have experience of leading a team, a proven commitment to excellent customer service and the ability to remain calm under pressure. Experience of working alongside volunteers would be advantageous.

To apply, please complete an application form, equality and diversity monitoring form and a confidential declaration. Completed forms should be returned to jobs@yorkminster.org no later than 23:59 on Sunday 10th October 2021. Interviews will take place in the week commencing 18th October 2021.
**Job Title:** Visitor Experience Manager  
**Department:** Visitor Experience  
**Reporting to:** Head of Visitor Experience

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<th>Line Management responsibility</th>
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<td>• Line management for up to 12 Minster Hosts according to seasonal demands</td>
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<td>• Daily supervisory responsibility for approximately 11-16 Minster Hosts, 9 Undercroft Volunteers, and 18 Guides (West end general and groups admission, South Team, Tower, Undercroft and Evensong experiences)</td>
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<th>Financial/Budgetary responsibility</th>
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<td>• Management of daily targets of up to £16.5k</td>
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<td>• Management of daily cash reconciliation of the west end tills.</td>
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<td>• Supervisory responsibility of small project budgets up to £1k</td>
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**Job Purpose**

*York Minster invites everyone to discover God’s love through our welcome, worship, learning and work.*

The post holder, as part of a team of Visitor Experience Managers working to a 365 day rota, will lead, manage and motivate the team of Minster Hosts, providing a world class welcome to York Minster, paying close attention to visitor safety, visual presentation of public spaces and achieving and exceeding sales targets. They will work with staff and volunteers across our day and evening operations to ensure a world class visitor experience is maintained at all times. The post holder will work with the Visitor Experience Management team to develop York Minster’s offer through training and discrete projects and responsibilities.

**Responsibilities**

**Leadership and Management**

• Work as part of a team of Visitor Experience Managers to schedule workload and Duty  
Manage the day and evening operations of York Minster working flexibly across the South and West Teams. They will motivate Hosts to achieve targets, will take responsive decisions, and enable excellent daily team communications and smooth handover.  
• Lead and manage a team of Hosts to deliver a world-class welcome to York Minster, through role-modelling and monitoring welcoming behaviours.  
• Work with the Head of Visitor Experience to recruit, develop and manage the performance of Minster Hosts through all stages of the employee journey.  
• Actively performance manage the team of Minster Hosts, working to agreed departmental metrics, recognising excellence and tackling poor performance.
• Work with the Visitor Experience Volunteer Manager and other internal stakeholders to recruit, develop and manage key volunteer roles on the floor of the Minster, ensuring appropriate support for and allocation of volunteers to day and evening operations at York Minster.

• Assume Bronze level Operational Command in the event of a Critical Incident on site.

**Operational Excellence**

• Lead and develop the operational management of day and evening operations to ensure they are run safely, effectively and smoothly.

• Develop an administrator level of understanding of our Front of House ticketing and CRM systems in order to trouble-shoot issues and manage availability across our general admission, groups admission, tower, tours, and box office functions.

• Plan, prepare and deliver induction, training and information to the Minster Host team at key points during the year so that they are kept well informed, and confident in talking to visitors.

• Work with the other Visitor Experience Managers to plan, implement and document all health and safety, emergency response and general training for the Visitor Experience Department as a whole.

• Maintain visitor safety and excellent standards of presentation at all times, take collaborative decisions with other departments where necessary, and escalate any issues with systems or fabric appropriately.

• Commit to the development of the Visitor Experience department by taking individual responsibility for aspects of management, and communicating effectively within the team and wider organisation.

**Financial**

• Oversee the reconciliation of cash, report on daily performance, and ensure that the highest level of security and diligence is maintained at all times.

• Oversee the management of the Minster Host rota and payroll, keeping within agreed departmental budgets.

• Maximise availability of the Undercroft and Tower experiences, motivating the Minster Host team to achieve or exceed daily targets for income and upselling.

**Supporting the Minster and our Mission**

• Provide liaison, support and advice to all floor teams to ensure the planning and smooth running of all Minster operations.

• Maintain positive relationships with Events staff and volunteers, the Minster Police, Vergers, Music and Liturgy department, and any external stakeholders in reference to event or service duty management responsibilities, ensuring consistency of welcome at all times.
• Ensure a good working relationship and strong connection between the planning of events and operational supervision.
• Deliver time-bound departmental priorities and objectives, including projects or programmed activity, as agreed with the Head of Visitor Experience.
• Ensure a tailored world-class welcome and experience for all our visitors, recognising the diversity of our audience. Listen to audience feedback, and monitor audience feedback using agreed metrics.
• Undertake such duties as agreed with the Head of Visitor Experience, commensurate with the level and scope of the post.

Additional responsibilities
• Be clearly identifiable at all times, wearing your name badge and appropriate work attire.
• Ensure that the highest standards of professional performance are maintained.
• Promote equality and diversity in the work of the department.
• Ensure compliance with relevant legislation and statutory codes of practice, as advised.
• Participate in the arrangements for performance review and appraisal.
• Ensure that professional skills are regularly updated through participation in training and development activities.

Health & Safety
Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health & safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Organisation on health & safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

Safeguarding
All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Minster. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct and undertaking any safeguarding duties commensurate with their specific role.

Living Wage
The Chapter of York is an accredited living wage employer.
**REQUIREMENTS**
The post holder must be able to demonstrate:

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### Absolute Integrity & Values
The Minster exists to proclaim the Christian faith, so the appointee needs either to have or to be able to develop an understanding of the Church of England, its ethos, structures and mission, work comfortably and in sympathy with the worship and mission of the cathedral and be willing to engage in all aspects of the cathedral’s life.

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### Education/Training
(Academic, vocational/professional and other necessary training)

- Broad education with at least 5 x GCSEs or equivalent at ‘C’ or above, including Maths and English
- First Aid qualification or willingness to train for one
- Qualifications in subject areas which reflect vocational interest e.g. leisure, tourism, Training as a trainer in relevant disciplines

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### Knowledge & Experience (eg report writing, IT, Microsoft)
Management or supervisory experience in a busy service-centric operation
Managing/ supervising and developing staff, including managing performance
Managing or involving volunteers
Working with, listening and responding to a wide-range of audience needs
Managing and monitoring ticketing software packages
Cash handling and using a computerised till system
Delivering operational health and safety in public places
Managing staff schedules
Using different IT applications including Microsoft packages.
Dealing with diverse group tours and presenting to large groups.
Working for a visitor attraction, heritage site or other leisure venue.
Ability to speak a language other than English.
Experience of supervising events, concerts or church services.

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### Competencies (e.g. communication, interpersonal, teamwork)

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<td>Ability to confidently interact with and engage with a wide range of people, individually and in groups, from different backgrounds and ages</td>
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<td>Ability to lead and motivate service and sales teams</td>
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<td>Ability to coach and develop individuals</td>
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<td>Ability to remain calm under pressure</td>
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<td>Self-discipline and motivation</td>
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<td>Ability to show initiative</td>
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<td>Problem solving ability</td>
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<td>Verbal and written communication skills</td>
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<td>Demonstrable commitment to best practice in visitor experience and developing service-centric culture</td>
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<td>Understanding of visitor diversity and how it relates to the role</td>
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### Special Features (e.g. travel required)

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<td>Ability/availability to work on a 5/7 day roster throughout the calendar year, which will include weekends and evening work</td>
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<td>Ability to stand and walk for long periods.</td>
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<td>Ability to access all public areas of the Minster, which will include stairwells, confined spaces, heights and places with low lighting.</td>
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<td>Occasional lifting of heavy/bulky objects within published health and safety guidelines on manual handling.</td>
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Salary
The salary is £23,868.00 per annum (£12.24 per hour), plus contributory pension scheme.

Working Patterns
The role is a full time, 37.5 hours per week role worked 5 over 7 days. Working patterns will include some evening and weekend working.

Annual Holidays
The holiday entitlement is 25 days per annum plus 8 bank holidays. If a member of staff is required to work on a bank holiday, they will be entitled to the equivalent time off on an alternative day, to be agreed with their Line Manager.

Pension Scheme
All eligible members of staff will be automatically enrolled in accordance with the legislation, to the occupational Staff Pension Scheme. The Chapter of York will contribute to a contributory pension scheme with the Church Workers Pension Scheme including Life assurance at three times salary. Employee contributions are 3% and automatic enrolment will be made unless the employee chooses to opt out. The contribution made by The Chapter of York is 10.25%.

Staff Discount
All employees receive a 10% discount on purchases from the York Minster Gift Shop and discounts from various shops and cafes within the vicinity.

All staff will receive access to a comprehensive Staff Handbook as part of their induction that sets out all terms and conditions as well as employment policies and practices at York Minster.
Chapter aims to provide equality and diversity to all in employment, and aims not to discriminate on grounds of social economic group; gender; race; colour; nationality; ethnic or racial origin; carer responsibilities; sexual orientation; disability; age; appearance; religious or political belief; trade or union activity; or any other conditions, or requirements which cannot be shown to be justified. The same commitment also applies to discrimination based on association with someone who possesses any of these characteristics, and to discrimination based on the perception that someone possesses such a characteristic.

To ensure that Chapter’s Equality and Diversity policy is operating effectively (and for no other purpose) we maintain records of employees’ and applicants’ racial origins, gender and disability. Ongoing monitoring and regular analysis of such records provide the basis of appropriate action to eliminate unlawful direct and indirect discrimination and promote equality and diversity.
Please complete the Application Form, Equality and Diversity Monitoring Form and Confidential Declaration and return completed forms to: jobs@yorkminster.org

Applications and Confidential Declarations should arrive no later than 23:59 on Sunday 10th October 2021. Interviews will take place in the week commencing 18th October 2021.

If you are invited for interview you will be asked to produce evidence of your eligibility to work in the UK. Offers of employment are subject to satisfactory references, medical clearance and, where appropriate, a Disclosure and Barring Service (DBS) check at enhanced level.