



# Application Pack

Ref: WA333

Learning Department Coordinator

Salary £18,719.51 per annum  
(FTE £31,199.18 per annum)

Part time – Permanent  
24 hours per week

Advert Date: 05 June 2024  
Closing Date: 20 June 2024

Westminster Abbey



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# About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain's heritage. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is the House of Kings, where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

## **The Dean and Chapter of Westminster defines our Mission in these terms:**

- To offer daily divine Worship to Almighty God and to help the wider Church to sustain and develop its ministry in areas such as liturgy, music and preaching, where we have particular strengths;
- To serve the King;
- To proclaim the Gospel to the nation and Commonwealth and explore its implications with those involved in public life – in Parliament and beyond;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To care for the precious resources entrusted to us: our people, partnerships, buildings, heritage and money.

## **Our values**

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts approximately one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey's work, for there are also many 'special' services and events throughout the year. Westminster Abbey currently employs around 300 staff in a variety of roles and an even larger number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.

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# Job Description

|                           |   |
|---------------------------|---|
| <b>JOB TITLE:</b>         | Learning Department Co-ordinator  |
| <b>DEPARTMENT:</b>        | Learning  |
| <b>POST REPORTS TO:</b>   | Head of Learning  |
| <b>KEY RELATIONSHIPS:</b> | <b>Internal:</b> The Head of Learning, Learning Officers, Schools' Outreach Office Learning Volunteers, Visitor Experience staff, Security Department<br><b>External:</b> Teachers and other external personnel organising school visits.   |
| <b>JOB SUMMARY:</b>       | The post holder will be responsible for the administration of visits from UK schools. This requires familiarisation with the Abbey's Customer Relations Management (CRM) system and responding to enquiries by email, telephone and via the online enquiry portal. They will also be responsible for the Learning volunteers' rota and communication with other Abbey departments regarding upcoming visits.  |
| <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 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 formal learning of young people from the UK and beyond. The Abbey is a tremendous resource which inspires and amazes learners of all ages. The Learning Department makes use of all parts of the Abbey, from the historic cloisters to the beautiful hidden gardens, and is based in Education Centre in Dean's Yard. Young people encounter the amazing history of the Abbey and its importance and role as a living church today.</p> <p>The department also offers to include Outreach sessions in local schools and a range of digital learning resources and video conferences for students from further afield.</p> |

## MAIN DUTIES AND RESPONSIBILITIES

1. Offering support to school groups either planning a visit to the Abbey or taking part in a video conference or outreach.
2. Ensuring that volunteers are allocated to sessions and that they have all the necessary information a week in advance.
3. Dealing with all aspects of the administration of bookings, including liaising with group leaders, keeping the database and records of visits, invoicing schools and producing statistics. Working with the IT Department on updates to the CRM.
4. Managing the Learning Department diary, including arranging departmental meetings, and taking bookings for the Education Centre from other Abbey departments.

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5. Attending the weekly floor staff briefing and diary meetings.
  6. Preparing a weekly list of upcoming activities and visits which is circulated to other Abbey Departments.
  7. Representing the Learning Department on the Abbey's Health and Safety Committee
  8. After appropriate training, assisting in the delivery of sessions or development of learning materials in agreement with the Head of Learning.
  9. Undertaking other suitable duties as required by the Dean and Chapter.

**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 a basic level criminal record check.**

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# Person Specification

**POST: Learning Department Co-ordinator**

*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**

### **Education/Training/Qualifications:**

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

### **Skills/Aptitudes/Knowledge:**

2. Excellent communication skills, particularly oral with good telephone skills.
3. Administration skills and familiarity with MS Office, particularly Outlook and Excel.
4. A good understanding of the UK education system.
5. Ability to work as part of a wider team, including many different Abbey departments and volunteers.

### **Experience:**

6. Working in a busy office environment as part of a team.
7. Using a database to record information, generate statistics and produce mailings.

### **Personal Attributes:**

8. The ability to appreciate the Abbey as a living church and worshipping community and to communicate this to teachers making bookings.
9. A sense of purpose and ability to take personal initiative.
10. Commitment to the Abbey values and to achieving Diversity in all aspects of the Learning Department's work.

## **Desirable**

### **Education/Training/Qualifications:**

11. An appropriate IT qualification, e.g. ECDL.
12. Degree or equivalent qualification.

### **Experience:**

13. Previous experience of working in the learning team of a heritage site.
14. Working with volunteers.
15. Experience of working with children and young people.

*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.*

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# Working for us

## Employment Status

This post is permanent.

## Salary

The salary is £18,719.51 per annum, which is based on a full time equivalent annual salary of £31,199.18 and is paid on the last Friday of each month. Salary is reviewed annually.

## Working Hours

These are 24 hours per week. The normal arrangement of working hours is 9am to 5pm Monday to Wednesday, however the postholder will be required to work the hours to suit the needs of the organisation. This is a job-share with the other person working in the role Thursday and Friday.

## Annual Holidays

The full-time holiday entitlement is 31 days per annum including recognised public holidays, rising to 33 days per annum in the fifth year of service.

## Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

## Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

## Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

## Season Ticket Loan

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

## Medical Insurance

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

## Uniform

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.

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# Equality Statement and How to apply

## Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

## 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 on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

## How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org).

**Applications should arrive no later than 12 noon on 20 June 2024. Interviews are scheduled to take place on 2 July 2024.**

*We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.*