



Application Pack

Ref: WA327

Ticketing & Information Officer

Salary £26,590.28 per annum

Full time – Permanent

35 Hours

Closing Date: 3 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 serve Almighty God by offering divine Worship daily and publicly;
- To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of His Majesty;
- To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
- To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

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.

Job Description

JOB TITLE:	Ticketing & Information Officer (Welcome Team)
ACCOUNTABLE TO:	Visitor Experience Supervisor
KEY RELATIONSHIPS:	Visitor Experience Management team, Abbey Marshals, Vergers, Abbey Volunteers and all other Abbey staff, visitors and worshippers.
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.

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

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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 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
 8. To be aware of and knowledgeable about cash security and credit card fraud measures and aware of data protection requirements
 9. To ensure the ticket sales area is maintained in a tidy, efficient and presentable state at all times.

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.

Person Specification

JOB TITLE: Ticketing and Information Officer

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

Skills/Aptitudes/Knowledge:

1. A positive approach, with evidence of a commitment to delivering outstanding customer service and of anticipating and responding to customer needs
2. The ability to engage positively and effectively with diverse customer groups
3. The ability to work effectively under pressure and to take and follow instructions
4. Empathy for the work of the Abbey
5. Flexibility to work in a variety of settings, indoors and outside, evening and weekends
6. Previous experience of working within a large venue/visitor attraction
7. Ticketing/box office experience
8. Experience of handling cash/credit card transactions, processing refunds and of reconciling daily sales

Desirable

9. An interest in British history and an appreciation of heritage sites.

Working for us

Employment Status

This post is permanent.

Salary

The salary is £26,590.28 per annum and is paid on the last Friday of each month. Salary is reviewed annually.

Working Hours

These are 35 hours per week working five days a week between Monday and Saturday and may include Bank Holidays.

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.

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.

Applications should arrive no later than 12 noon on 3 June 2024. Interviews are scheduled to take place on or after 7 June 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.