

# The Cathedral of St John the Baptist

## JOB DESCRIPTION VISITOR EXPERIENCE OFFICER

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<b>Main purpose:</b>	Developing the Cathedral as a place of family and community learning, promoting and enhancing the existing schools' programmes and developing new approaches to enhance and support the visitor experience at the Cathedral. Representing the Cathedral on a range of education and heritage related partnership projects. Should be self-motivated, well organised, and have experience of working with and teaching volunteers.
<b>Reports to:</b>	Cathedral Manager
<b>Key relationships:</b>	Cathedral Dean, Bookings Coordinator, volunteers, Director of Music
<b>Salary:</b>	£30,000 per annum (FTE)
<b>Hours:</b>	25 hours per week (0.625 FTE)
<b>Term:</b>	Permanent

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### Key responsibilities:

- Develop materials which link the Cathedral and the National Curriculum and Diocesan RE Programme and promoting the Cathedral as a valuable educational resource for the Diocese and region more widely.
- Deliver a range of classroom and Cathedral-based taught sessions, experiential visits, trails and workshops, specialising in the religious, social, historical and cultural aspects of the school curriculum.
- Develop interactive educational IT programmes for remote access by schools and others.
- Develop and maintain promotional literature and promotional pages for the website.
- Plan, co-ordinate and deliver a range of creative and enrichment activities for families during school holiday periods.
- Book, plan and organise standard and tailor-made heritage and educational visits.
- Investigate the potential for audio-tour facilities.
- Provide evaluation reports on educational and visitor experience activities.
- Work with the Bookings Coordinator and the Cathedral Manager to develop, promote, and support the musical, visual and other arts events within the campus.
- Recruit, train and support a volunteer Visitor Experience Team.
- Develop links with the University of East Anglia, local authorities, the Diocesan Education Team, and with other education, arts, heritage and visitor institutions, and other cathedrals and churches as appropriate.
- Develop fundraising applications, as required, in support of the visitor activities.
- Maintain safe and secure work environment by establishing, following, and enforcing standards and procedures; complying with legal regulations.

## Person Specification:

### *Essential*

- High level of education, at least up to degree level standard (or equivalent) in a relevant discipline.
- Strong communication and presentation skills.
- An understanding of, or willingness to understand, the practices of the Catholic Church and the ethos of the Cathedral and a willingness to positively incorporate this understanding in their work of interpreting the Cathedral and educating people about the building.
- A sound knowledge of architecture & historic buildings and a willingness to learn more about the art and architecture of the Cathedral.
- The ability to prioritise tasks, to work independently, and use your own initiative, while also operating as a full and integrated member of the Cathedral team.
- An organised and methodical approach to work, with excellent attention to detail.
- Positive and professional approach towards people of all ages.
- Practical, creative and technical skills with a good understanding of IT to create and deliver in-person activities, as well as printed and online resources.
- Possess imagination and creativity in designing activities and resources for all ages and areas of the Cathedral visitor and education experience.
- Be able to develop new ways to present the Cathedral complex to maximise visitors' enjoyment and understanding.
- Experience of working with a team of volunteers.
- The ability to convey complex ideas in simple ways.
- A good understanding of financial budgets and constraints in a complex environment.
- Understanding of their role in the context of safeguarding children, young people and vulnerable adults and able to form and maintain appropriate relationships and personal boundaries with children and young people.

### *Desirable*

- A solid understanding of the National Curriculum in both primary and secondary schools, gained through formal training and practical experience.
- Experience and understanding of the methods of interpreting historic buildings and landscapes.
- Experience of managing a team of volunteers.
- Eagerness to learn and improve.
- Experience of liaising with external agencies such as funding bodies, other heritage organisations, and tourist bodies to deliver co-funded and joint venture projects

The appointment will be subject to obtaining satisfactory DBS clearance.