

## **Job Description**

**Job Title:** Visitor Engagement Team Administrator

**Department:** Visitor Engagement

**Line Manager:** Director of Visitor Engagement

**Hours:** 21 hours per week

**Salary:** £20,400 per annum (£34,000 FTE)

*The job description is an operational document that does not form part of the contract of employment.*

*It may be that from time to time an individual is expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of their duties.*

*St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.*

### **Purpose of the Job**

The main purpose of the job is to enable the Director of Visitor Engagement and the teams within the Visitor Engagement Directorate, through the provision of proactive and highly effective diary management, administration, and support.

To work with the management team across the Visitor Engagement Directorate to be responsible for the administration processes needed as a result of their day-to-day work.

### **Main Duties**

#### **Diary Management**

- Provide administrative support for the Director of Visitor Engagement including diary coordination, action trackers and the organisation of meetings.
- Represent the Visitor Engagement team at meetings, including diary meetings.
- Be responsible for the planning of training activities across the department and ensure that ongoing programmes are planned and are consistent in approach.
- Work with colleagues to ensure activities are coordinated across the directorate and diarised in good time.

- Work with colleagues to ensure that dates for filming and other activities are updated across all channels.
- Support Sales and Ticketing, including ensuring all stakeholders are kept informed of key diary and operational information.

### **Administrative support**

- Maintain departmental databases including staff lists, suppliers and contracts. Maintain the departmental shared drive.
- Work with teams across the VE Department to maintain and update Standard Operating Procedures.
- Administer expenses for the Director of Visitor Engagement, keeping accurate records.
- Book courses and travel for Director of Visitor Engagement and others as needed.
- Responsible for post; collecting, opening and distributing appropriately each morning.
- Act as the Visitor Engagement digital champion.
- Liaise with those colleagues responsible for administration across the Cathedral to ensure continuity and collaboration and to minimise duplication of efforts.

### **Events and activities (as assigned by the Director of VE)**

- Collaborate with colleagues across the directorate to manage the departmental calendar of events and activities.
- Assist the Volunteer Management team with arranging Volunteer events and Volunteer recruitment.
- Work with Sales & Ticketing and Visitor Experience colleagues to coordinate research visits.
- Support the Special Events and Corporate Events teams set up for internal events and activities as needed.
- Support the Head of Collections in planning events such as Open House.
- Support the Head of Marketing and Communications with coordination of marketing and PR activities

### **Record-keeping**

- Maintain annual leave records for staff reporting directly into the Director of Visitor Engagement, flagging areas of overlap, in addition to sickness records.
- Support the Security and Resilience team by assisting with departmental pass and radio allocation, ensuring equipment is handed back at end of employment.
- Support Sales and Ticketing by owning the distribution list for the flash report and updating as necessary.

- Support the Collections team in maintaining their databases as and when additional support is required.
- Keep accurate records of ancillary equipment such as tensa barriers, signage holders etc and ordering as necessary.

### **Other**

- Arrange regular 1:1 meetings with the Director of VE to meet their business needs and adapt as required, as well as making suggestions around increased efficiency and ideas.
- Keep up to date with IT software updates and assisting VE in their use of IT.
- Take responsibility for personal professional development, bringing to the attention of the Director of VE any relevant training or development opportunities.
- Remain up to date with statutory training including safeguarding, fire safety and health and safety.

### **Person Specification**

- Demonstrable diary management experience.
- Experience of providing high quality, responsive and proactive administrative support.
- Proven organisational skills and experience in managing a workload across different departments with multiple conflicting priorities.
- Experience of taking initiative, solving problems and working effectively and independently to manage time and workload.
- Good skills in MS applications, especially Word, Excel, Outlook and email, confident internet use. Ability to learn new systems and databases quickly is essential. Experience using Galaxy Gateway and Artifax systems is desirable.
- Efficient at data entry, with minimal error rate and ability to proof-read and check own work for accuracy.
- Confident, clear and effective communication skills both written and verbal.
- Experience of using, or the ability to quickly learn a switchboard-style telephone system to support Sales and Ticketing as and when required.
- Able to build strong and effective working relationships internally and externally at all levels.
- Able to work effectively and collaboratively as a member of a team.
- Flexible and able to adapt to changing circumstances.

The individual will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.