



YORK
MINSTER

Bookings Officer



APPLICATION
PACK

YORKMINSTER.ORG



CONTENTS



- **About York Minster**
- **Mission Statement**
- **The Role**
- **Job Description**
- **Person Specification**
- **Working for Us**
- **Equality Statement**
- **How to apply**



ABOUT YORK MINSTER



Introduction to working at York Minster

York Minster means so many different things to so many people! Everyone who joins our team is amazed at the range of skills needed here and the friendliness of the clergy, staff and volunteers. One recent new starter commented on how relaxed and unstuffy we are. We are a world of contrasts from the spectacle of a Royal visit through to the one to one pastoral care given to a grieving visitor. We calmly offer a daily cycle of services whilst also opening our doors to sightseers, concert goers and local people just wanting to catch their breath in a busy world.

We are the seat of the Archbishop of York, the Cathedral and the Metropolitan 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. York Minster has been a place of prayer and pilgrimage for over 1,400 years and worship is still at the heart of our life. York Minster's Choir of adult Vicars Choral and boy and girl choristers is world renowned. The Choir's mastery of the English choral tradition is one of the Minster's crowning glories. Staff describe a 'tingle down the spine' as you hear voices soaring to the rafters or the majestic roar of the organ.

The Minster itself is a gothic masterpiece in stone and stained glass, a magnet that draws people to visit the City of York and a defining symbol of the ancient "capital of the North". Even long serving staff describe literally stopping in their tracks at times as the sun illuminates the intricate stained glass or spotlights the stonework. Each year around 650,000 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 and intellectual life, hosting many concerts, lectures and exhibitions.

The Stoneyard's craftsmen and women are immensely skilled and knowledgeable about both the church building and the Precinct Properties; a fine Library is run in partnership with the University of York; there are two cathedral shops and a team of staff and volunteers who manage the floor of the Minster and work to ensure that all our visitors receive a warm welcome.

York Minster is more than 800 years-old and its gothic architecture is subject to a complex and ongoing cycle of repair, restoration and conservation. Whilst the York Minster Fund provides some financial security, the Minster relies on funds raised from visitors to ensure that the building is properly maintained. It receives no regular income from the Government.



MISSION STATEMENT



We don't ask staff whether they have a personal faith or not. All we ask is that you respect our mission and feel aligned to our values:

Our Mission Statement

Living Christ's Story through our prayer, hospitality, service and stewardship.

Our Values

- **Trust**
- **Wisdom**
- **Courage**
- **Humility**

Organisation, Management and Governance

The Minster is governed by the Chapter, chaired by the Dean and comprising executive members - Residentiary Canons - and non-executive members, Lay Canons. The day-to-day operation of the Minster is overseen by the Senior Executive Team comprising both lay professional staff and the residentiary clergy.

York Minster has completed registration with the Charity Commission in line with the Cathedral Measure 2021 and is now under the joint regulation of the Charity Commission and the Church Commissioners.

The Minster receives no regular income from the Government or the Church of England (less the stipends of three clergy), and relies on monies raised from visitors to ensure that the building can be properly maintained for future generations.

Bookings Officer

28 hours per week

£18,403.84

York Minster's Booking Department are looking for a new Bookings Officer to join their team. This is an excellent opportunity for a detail-oriented individual to develop their administrative and customer service skills to the highest standard, working within a close-knit team to deliver a world-class service to all who enquire about the Minster.

The Bookings Officer will handle a wide variety of enquiries and bookings for individual visits, events, schools, and groups. They are the main point of contact from enquiry to visit, and will work closely with the wider Visitor Experience Team to shape an amazing visitor experience. The Bookings Officer will also be responsible for generating reports, liaising with the Finance Department after visits, and will become a confident user of the Minster's bookings system and scheduling software.

The ideal candidate will have some customer service experience, excellent attention to detail and an ability to deliver a consistent standard of work in a busy office environment.

Completed forms should arrive no later than 23:59 on Monday 25 September 2023. Interviews will take place in the week commencing Monday 2 October 2023.

JOB DESCRIPTION



Job Title: Bookings Officer

Department: Events and Participation Team, Visitor Experience and Operations

Reporting to: Bookings and Welcome Office Manager

Managing: N/A

Core Purpose: The post holder will work as part of a team to deliver a world-class service to all who enquire about York Minster, including enquiries regarding pre-booked groups, learning, and events visitors. They will coordinate visits made by pre-booked groups and handle box office bookings, ensuring efficient and effective administration is carried out at all times.

Accountabilities

- Deal with telephone calls and manage email accounts as required, to ensure that messages are dealt with and redirected correctly.
- Be the first point of contact for box office enquiries and sales.
- Maintain an excellent standard of customer service.

Groups and Learning Bookings

- Be the first point of contact for pre-booked groups.
- Maximise database software systems and Customer Relationship Databases to grow, generate and increase the groups and learning visits and income, through maintaining contracts with key operators and clients, using pricing mix and promotional offers.
- Work with other departments to evaluate and analyse group visit reports.
- Liaise with other Minster staff to ensure staff and volunteer resources are allocated to groups correctly.
- Work with the Bookings and Welcome Office Manager to develop a set of packages to be marketed to groups and VIP's.

Team responsibilities

- Maintain excellent standards of professional presentation and behave in a way that enhances the public profile of the Minster both on the telephone, via email and in person.
- Notify account holders if you find the Minster Calendars are not up to date, to enable you to proactively explain the Minster's collections, tours and its mission in response to any enquiries.
- Play an essential role in the Minster's success and development by being a constructive and flexible team player through contributing and interacting positively with meetings, projects and training within the department and cross departmentally as well as contributing to any reviews of the Minster's policies.
- Work with the Bookings and Welcome Office Manager to ensure best practices and procedures are developed and in place whilst adapting to the needs of the business. Ensure all bookings are carried out in line with these practices and procedures and that the highest standards of service are offered to customers.
- Responsible for selling box office tickets for events and adult learning over the phone and responding to upselling directives and financial income targets.

JOB DESCRIPTION



- Support the Bookings and Welcome Office Manager, in building the groups, learning and box office business.
- Show empathy and diplomacy to enquirers unsure of the role of the church and deal with situations requiring pastoral care quickly and sensitively.
- Develop filing systems, where required, and ensure that communication with other colleagues is consistent.

Personal Development

Undertake training required for your role or agreed as appropriate for future development.

Contribute to supervision and performance management arrangements by your line manager such as 1-1 meetings and interim/full year appraisal (PDR) reviews.

Any Other Duties

This Job Description gives an overview of your responsibilities. It does not form part of your contract of employment and you may be required to undertake other duties that it is reasonable to ask of you given your knowledge, skills, experience and level of training.

Health & Safety

Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and 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 and safety and not interfere with, or misuse, anything provided for your health, safety or welfare. You must immediately raise any concerns concerning your health, safety or welfare at work to an appropriate person.

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. You will be required to understand and follow our policies and procedures including reporting concerns, undertake designated safeguarding training, diligently perform safeguarding duties specific to your role and follow good practice in relation to your own behaviour and conduct.

Equality, Diversity & Inclusion

We are striving to provide a warm and inclusive welcome to our staff, volunteers and visitors. As a values led organisation, we see our legal obligations as a starting point and are on a journey to ensure all our staff can be their authentic selves at work. We expect all staff to support this commitment as we seek to create an environment in which they feel empowered and equipped to challenge any inappropriate language, behaviours or ways of working that they witness.

PERSON SPECIFICATION



REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) DESIRABLE (D)	MEASURED BY: A - Application form I – Interview
Supporting Our Values Respect for the Christian ethos and mission of York Minster Active support for our values of Trust, Wisdom, Courage and Humility	E E	A/I I
Education/Qualifications/Training Courses Educated to at least GCSE Grade C (4) level including English Language and Mathematics, or NVQ Level 2, or equivalent qualification. Vocational Qualification in administration or equivalent experience. <u>Important Note</u> – we welcome applicants who have equivalent levels of education/qualifications/training or who have followed vocational or alternative routes to gain similar levels of knowledge.	E D	A A
Knowledge & Experience Experience or knowledge of Microsoft Office programmes in a working environment including, Outlook, Word, PowerPoint, Excel. Experience of working with box office and bookings systems, Customer Relationship Management, scheduling software and other databases, or willingness to learn to use them. Knowledge of basic accounting. Good customer service skills when interacting and engaging with a wide range of people. Knowledge of diversity and ability to determine and attempt to fulfil visitor needs.	E D D E E	A/I/T A A/I A/I A/I/T

PERSON SPECIFICATION



Competencies		
Exceptional interpersonal skills.	E	I
Professional telephone manner.	E	A/I
Accurate record keeping.	E	A/I
Ability to show good judgement and decision-making.	E	I
The ability to remain calm when working under pressure.	E	I
Proactive problem solving.	E	A/I
Attention to detail.	E	I
The ability to work as part of a team.	E	A/I
Self-reliant and resilient.	E	A/I
Organisational skills and ability to prioritise workloads.	E	A/I
Ability to demonstrate excellent oral and written communication skills.	E	I
Ability to follow set processes and procedures.	E	I
The ability to retain a positive attitude.	E	A/I
Special Features		
Available to work 28 hours Tuesday- Friday to cover core office hours 0900-1700.	E	A/I
May be required to work occasional evenings/weekends, with prior notice.	E	A/I

Salary

The salary for this role is £18,403.84, plus contributory pension scheme where applicable.

Working Patterns

This is a 28-hour contract, working to cover core office hours 0900-1700. Working days are Tuesday to Friday.

Annual Holidays

The FTE holiday entitlement is 25 days per annum plus 8 public holidays. If a member of staff is required to work on a public 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 of the Minster Precinct. A Cash Health Plan has been introduced providing lump sums towards dental, physio, optical costs, membership of the PerkBox discount platform, virtual GP access and an EAP.

Parking

Free parking is available subject to availability.

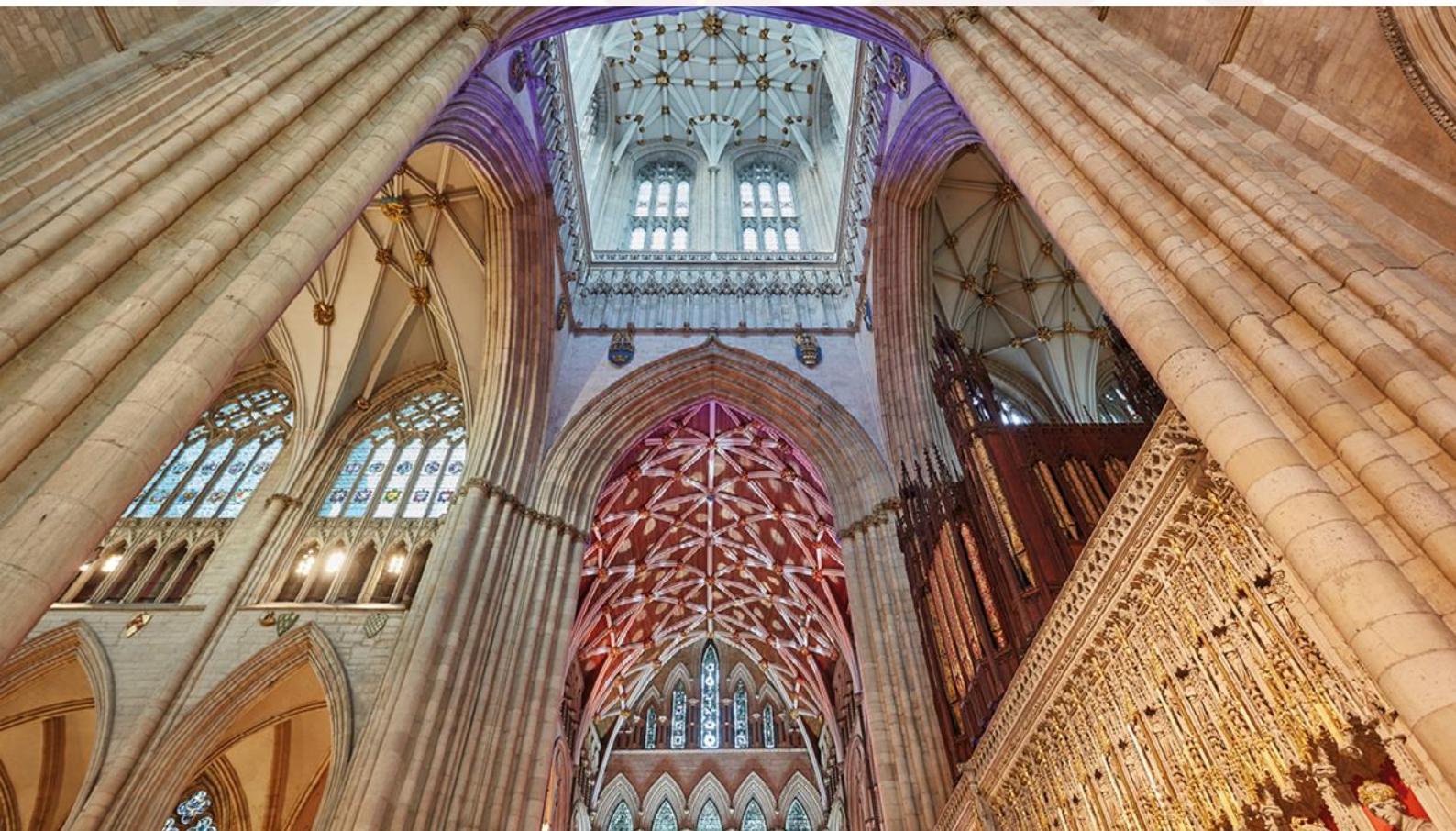


EQUALITY STATEMENT



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 employee' 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.



HOW TO APPLY



Please complete the Application, Confidential Declaration and Equality & Diversity forms in full that are available as a link on our online Jobs page yorkminster.org/jobs/ and send to:

jobs@yorkminster.org

Completed forms should arrive no later than **23:59 on Monday 25 September 2023**. Interviews will take place in the week commencing Monday 2 October 2023.

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.

