



YORK  
MINSTER

Minster Host



APPLICATION  
PACK

YORKMINSTER.ORG





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# 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**

To deliver innovation, welcome everyone and offer outstanding experiences as part of our living tradition, where faith is nurtured.

## **Our Values**

- **Integrity** – *We behave ethically, honestly, and professionally, take accountability, and consider the impact of our actions both short term and long term.*
- **Purpose** – *We are focused on achieving our objectives in a responsible way and delivering innovation and excellence in our welcome, worship and work.*
- **Humility** – *We are grounded and respectful in all that we do, ensuring everyone's unique contribution is valued and that we constantly seek to develop and share learning.*
- **Compassion** – *We are thoughtful in our attitudes and behaviours, so that everyone is listened to, treated with kindness and feels safe.*

## **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.

## Minster Host

£12.00 per hour

**28 hours per week. Regular evening and weekend work will be required.**

**Fixed-term contracts until December 2024**

We are seeking professional and confident individuals who are dedicated to delivering a world-class visitor experience at one of the great cathedrals of the world. The Minster offers a unique experience in Front of House delivery with opportunities to engage in exciting concerts, events and services throughout the year.

Here's what some of our current Hosts have to say about their experience of working at York Minster:

*"I enjoy working at York Minster as I consider it a privilege to work in such an iconic building and to work within a team of such friendly and committed colleagues."*

*"It's important that you can think on your feet and cope under pressure, but the busy times can also give you a real buzz!"*

*"Working at York Minster is a great privilege. I value my interactions with all those who visit, worship, and attend events."*

*"As far as offices go, you can't get better than York Minster! You get to work in the most magnificent building with an amazing team of people. Each day brings different challenges and so many rewarding moments."*

*"One of the best aspects of the job, and perhaps the most important factor in dealing with challenges, is that as a Minster Host you are part of a very supportive team - so being a team player is absolutely essential!"*

Applicants should have a genuine interest in engaging with people, strong communication skills, and previous experience of dealing face-to-face with a broad range of customers. We are also looking for experience using computerised till software and sales.

Completed applications should arrive no later than **noon on Tuesday 27 February 2024**. Interviews will take place in the week commencing **Monday 11 March 2024**.

*"Working at the Minster means being a small but important part of its history."*



# JOB DESCRIPTION



<b>Job Title:</b>	<b>Minster Host</b>
<b>Department:</b>	<b>Visitor Experience</b>
<b>Reporting to:</b>	<b>Visitor Experience Manager</b>
<b>Managing:</b>	<b>N/A</b>
<b>Core Purpose:</b>	<p>Welcome and engage with our visitors to ensure a first-class experience to all who visit York Minster as a place of worship, pilgrimage, and a tourist destination. To ensure a safe environment for all by implementing health and safety regulations and utilising knowledge and training in Health and Safety, Safeguarding and Equality, Diversity, and Inclusion.</p>
<b>Accountabilities:</b>	<p><u>Visitor Welcome</u></p> <ul style="list-style-type: none"><li>• Welcome visitors warmly on their arrival, proactively manage queues and assist with orientation to promote awareness of York Minster’s full range of services, tickets, concerts, and events.</li><li>• Show empathy and diplomacy to visitors in line with our mission to invite everybody to discover God’s love.</li><li>• Participate in visitor engagement across the “Visitor Journey” particularly in the Undercroft Museum and Tower Challenge.</li><li>• Be sensitive to individual needs and facilitate appropriate support within the organisation.</li><li>• Passionately promote and protect the reputation of the Minster internally and externally.</li></ul> <p><u>Performance</u></p> <ul style="list-style-type: none"><li>• Learn about, promote and upsell the Cathedral’s offers, activities and services.</li><li>• Champion world-class visitor experience at all times and act as a role model for exceptional service, monitoring welcoming behaviours to ensure consistently high levels of customer service are delivered.</li><li>• Be a positive and supportive member of a large team, demonstrating support, collaboration, and great role model behaviour.</li><li>• Embody the values and behaviours of York Minster and display a commitment to performance management.</li></ul> <p><u>Development</u></p> <ul style="list-style-type: none"><li>• Play an essential role in the Minster’s success and development by working positively as a constructive and flexible team member.</li><li>• Contribute and interact positively to meetings and projects within the department and cross-departmentally when required.</li><li>• Ensure that your professional skills are regularly updated through participation in training and development activities.</li></ul>

# JOB DESCRIPTION



## Support

- Provide operational support for services and other activities, which are managed by other Minster colleagues.
- Monitor, identify and promptly report any threats to security, and undertake evacuations if required.
- Demonstrate a duty of care for visitors by ensuring that public areas remain safe and accessible at all times.
- Provide first aid, including defibrillator use, for which full training can be provided.
- Actively deliver the Minster's commitments to Access and Diversity through every interaction with visitors and through the careful preparation of all public areas.
- Undertake such duties as agreed with the line manager, commensurate with the level and scope of the post.

## 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 cooperate 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.

## **Equity, 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



<b>REQUIREMENTS</b> The post holder must be able to demonstrate:	<b>ESSENTIAL (E) DESIRABLE (D)</b>	<b>MEASURED BY: A - Application form I – Interview</b>
<b>Supporting Our Values</b>  Respect for the Christian ethos and mission of York Minster.  Active support for our values of Integrity, Purpose, Humility and Compassion.	E  E	A/I  I
<b>Education/Qualifications/Training Courses</b>  <ul style="list-style-type: none"> <li>• Educated to at least GCSE Grade C (4) level in English Language and Mathematics, or equivalent qualification.</li> <li>• Qualifications in subject areas which reflect vocational interest e.g. leisure, tourism.</li> <li>• Retail or sales training.</li> </ul> <p><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.</p>	E  D  D	A  A  A
<b>Experience</b>  <ul style="list-style-type: none"> <li>• Substantial previous experience of dealing face-to-face with a broad range of customers (e.g. overseas tourists, children, people with disabilities, or those with special educational needs.)</li> <li>• Experience of using a computerised till system.</li> <li>• Demonstrable awareness of the practice of health and safety issues in public places.</li> <li>• Experience in using different software applications including Microsoft packages.</li> <li>• Experience of working for a visitor attraction, heritage site or other leisure venue.</li> <li>• Ability to speak a language other than English.</li> </ul>	E  D  E  E  D  D	A  A  A  A  A



# PERSON SPECIFICATION



<ul style="list-style-type: none"> <li>• Experience of events and concert organisation and service.</li> </ul>	D	A
<p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>• Ability to show Initiative.</li> <li>• Remaining positive in difficult situations.</li> <li>• Ability to problem solve.</li> <li>• A passion for the Minster and its role as a working, living church, its history, architecture, and heritage.</li> <li>• Confident communicator.</li> <li>• Ability to confidently interact with and engage with a wide range of people, individually and in groups, from different backgrounds and ages.</li> <li>• Be able to work within a team (including working to shared objectives and procedures).</li> <li>• Ability to remain calm under pressure.</li> <li>• Enthusiasm and receptiveness to change.</li> <li>• Understanding of diversity, inclusivity, and accessibility needs, and how it relates to the role.</li> </ul>	<p>E E E E  E E  E  E E E</p>	<p>I I I I  I I  I  I I I</p>
<p><b>Special Features</b></p> <ul style="list-style-type: none"> <li>• Ability/availability to work on a 5/7 day roster throughout the calendar year (full time or pro rata'd down for part-time), which will include weekends and occasional evening work at events.</li> <li>• Ability to staff same position for long periods.</li> <li>• Ability to staff all public areas of the Minster, which will include, confined spaces, heights, and places with low lighting.</li> <li>• Ability to work outside in all weather conditions.</li> <li>• Occasional lifting of heavy/bulky objects within published health and safety guidelines on manual handling.</li> <li>• Ability to staff Tower Challenge, which will require first aid certification (which can be provided by York Minster) and will require you to comply with the health and safety conditions of the 275-step climb.</li> </ul>	<p>E  E  E  E E E</p>	<p>A  A  A  A A A</p>

## **Salary**

The pay for the role is £12.00 per hour, plus contributory pension scheme.

## **Working Patterns**

We have a range of fixed-term contracts available within our Visitor Experience Team, all are for 28 hours per week (with some flexibility). Regular evening and weekend work will be required.

## **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 equity 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 equity 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/](https://yorkminster.org/jobs/) and send to:

[jobs@yorkminster.org](mailto:jobs@yorkminster.org)

Completed forms should arrive no later than **noon on Tuesday 27 February 2024**. Interviews will take place in the week commencing **Monday 11 March 2024**.

*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.*

