

Job Description

Job Title	Visitor Assistant
Responsible to	Parish Operations Manager (managed on a day to day basis by the Church Team Leader of those shifts that are worked)
Responsible for	
Hours of Work	You will work an agreed number of shifts when you are appointed and these can be reviewed by yourself or ourselves as part of your ongoing employment. (see attached table of shifts)

Overview and general duties

The main purpose of the Visitor Assistant is to work with the Church Team Leader to ensure the good and safe operation of all that goes on in Holy Trinity Church and to support the safe operations of the Parish Centre, so that those who come to worship or visit receive a warm welcome and an experience that exemplifies the Kingdom of God.

Key Duties and Responsibilities

1. Check the church setup at opening, at change of shifts and at closing
2. Check all church areas are ready for the next event and work with those available to rectify any immediate issues concerning cleaning, set up, security
3. Work as part of the team that staff the Chancel Desk, and work with the team on duty to ensure that all visitors and groups are welcomed into the church, and that their visit is the best it can be in line with agreed current processes etc.
4. Ensure that visitor numbers passing through the Chancel are accurately recorded
5. Act as the Church Safety Officer when the Church Team Leader is not present in church
6. Ensure that all incidents are recorded and all communication about incidents, events and groups is recorded for future shifts
7. Where the church is to be closed for a service to support those delivering the service with re arranging signage, setting the church for the service and staffing doors, with the return process after the service
8. Provide cover in the Shop as required

Generally the responsibilities of everyone on a shift team are to support the Church Team Leader by :

Liturgy and Worship

- Setting up the church for Sunday and weekday services
- Preparing for the liturgy, carrying out the instruction of the clergy presiding or officiating
- Following the written instructions for the liturgical requirements of services

Preparation for Services

- Laying out vestments for the Clergy
- Preparing altars and other areas for worship

Vestry and general cleaning

- Assisting with the daily care of cleanliness and good order of vestments, linen, silver/plate, and candles
- Assisting in keeping the church and the clergy vestry clean
- Reporting any defect or maintenance and repair issues

Visitors

- Maintaining a visible presence in the church so that at least one of the Visitors Team is on duty at all times when the church is open.
- Developing an awareness of the history and life of the Church and of William Shakespeare and respond to questions and enquiries from visitors.
- Dealing with any issues which arise affecting the safety and security of worshippers, visitors and the church.
- Assisting at concerts, theatrical performances, broadcast and other special events held from time to time in the church, ensuring the church is secure afterwards.

General Church duties

- Responsible for the cleanliness of the Church and Health & Safety.
- Attending and participating in training courses as directed.
- Taking a positive and active part in the Church's annual appraisal/review system.
- Being conversant with the policies and processes of the parish, particularly regarding Safeguarding, Health & Safety and Confidentiality
- Undertaking any other reasonable tasks, relevant to the post

Person Specification

Visitor Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE
Job Skills	Dealing effectively with a diverse international customer base in a customer service environment	
	Excellent interpersonal skills to build trust and effective working relationships with colleagues and volunteers	Experience of working with volunteers
	Ability to multi-task, work on own initiative and prioritise workload under pressure	Strong organisational skills and an efficient and productive approach to work
	Good communication skills when dealing with colleagues, volunteers and the general public	Ability to work with computer based systems using email, spreadsheets, word processing and church administration systems
Personal attributes	Reliable, honest and open with an empathetic approach when dealing with colleagues and people from all walks of life	
	Flexible approach to cope with the frequently changing priorities	
	A professional, mature and confident manner when dealing with visitors and colleagues	
	Good sense of humour, intelligence and common sense when dealing with the pressures of the post	
	Be presentable, smart and professional in their dress	
	Exhibit an understanding of and commitment to Holy Trinity's sense of purpose and vision	
	A 'service' driven and 'can do' attitude	

Terms and Conditions

Visitor Assistant

Contract	Fixed Term 1 st April 2020 – 30 th September 2020
Salary	£9.18 per hour
Holidays	Your holiday will be pro rata against a 37.5 hr a week role which attracts 20 days paid holiday and 8 public holidays each year. There is no leave entitlement but Annual leave will be paid on an accrued basis at the end of your contract
Hours	Approx 16 hours per week (actual work pattern to be agreed with weekend working)
Responsible to	The Parish Operations Manager
Responsibility for staff	To support Volunteers
Probation	There is no probationary period and termination of the position is on a one month basis either way
Place of work	The usual place of work is Holy Trinity Church
Employment of Christian workers	<p>The role has been assessed as being one in which the person is a visible and is a known representative of the Church of England, its beliefs and values. The role reflects through attitude and action of both the presence of God and the beliefs of the Christian church within the working environment of the church. Therefore, it is anticipated that the post holder will be a regular worshipper of a Christian community.</p> <p>This post therefore has Genuine Occupational Requirement under the Equality Act 2010.</p>
Pension	You will be enrolled into the Church Workers Pension, which is a contributory scheme which operates under the auto-enrollment requirements unless you specifically instruct us not to enroll you in the scheme
Smoking	Holy Trinity Church operates a no smoking policy
Equal Opportunities	Holy Trinity Church operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies in all we do.
CRB	The appointment is subject to the individual obtaining a clear certificate from the Disclosure and Barring Service.