



# HEAD OF VISITOR EXPERIENCE AND EVENTS

**Guildford Cathedral - a warm-hearted community open to God, open to all**

**Background:** Guildford Cathedral is a sacred space and a community of people who engage with God and the wider world for the common good. We do this by being a warm hearted community open to God, to all, to growth and to transformation. Over 100,000 visitors come to the Cathedral each year and our Cathedral 'community' comprises thousands who feel close the Cathedral because of historical connection, the purchase of a brick in the 1950s, their membership of the worshipping congregations or staff and volunteers.

**Purposes:** To lead the Visitor Experience and Events team to provide an outstanding level of service to visitors and events clients, as well as delivering excellence in the Café Restaurant franchise and the Shop. To work enthusiastically as part of the Cathedral's team of staff and volunteers to help deliver our vision.

**Reporting to:** Chief Operating Officer.

**Accountable to:** The Chapter of Guildford Cathedral and the Guildford Cathedral Enterprises Management Board.

**Hours and salary:** This is a four day per week post. The salary for the post is £34000.

## **Key Tasks:**

### **Café Restaurant**

- To ensure that the franchisee delivers the requisite performance, in terms of quality and financial benefit to the Cathedral, as required by the contract between Guildford Cathedral Enterprises and the franchisee.

### **Events**

- To direct the events team in organising sufficient events to maximise the spare capacity of the Cathedral building and the adjacent grounds, thereby generating income as required by the Cathedral budget.
- To be responsible for the execution of events, delegating to the Events Officer and/or other Staff members as appropriate.

## Management

- To be the line manager for the Events Officer, Shop Manager and the Visitor Experience and Outreach Officer.
- To be the Cathedral point of contact for management issues related to the employees of the Café Restaurant franchisee.

## Shop

- To direct the Shop team to provide value for money in the Shop, delivering an excellent level of service to the community and a level of income required by the Cathedral budget.

## Visitor Engagement

- To direct the Visitor Engagement team in contributing to the work of increasing and broadening our visitor numbers and demographic and managing the outreach activities actively and effectively.

## Key Relationships

- Guildford Cathedral Enterprises Management Board.
- Chief Operating Officer.
- Café Restaurant Manager.
- Events Officer.
- Shop Manager.
- Visitor Experience and Outreach Officer.
- Clients.
- Finance Manager.
- Office Manager.
- Virgers.
- Cathedral Staff and Volunteers.

## Essential Skills and Attributes

- Evidence of significant management and leadership experience.
- Evidence of being able to widen the customer base to an events venue.
- Evidence of excellent customer service skills.
- Evidence of excellent financial, numerical and administrative skills.
- Evidence of ability to work within tight deadlines, highly organised with excellent time management skills.
- Evidence of excellent written and oral communication skills.
- Confident and a self-starter, diplomatic and helpful.
- A team player, ambitious to expand knowledge of the events industry.
- Evidence of strong IT skills.
- Experience of working in a unique venue or similar environment.
- 3 years operational experience of running events.
- Sympathy with the aims and ethos of Guildford Cathedral.

## Application Process

To apply for this post (no agencies please), please visit the Cathedral Website [www.guildford-cathedral.org](http://www.guildford-cathedral.org) and complete the application form provided. Please send this with a covering letter addressing the Key Tasks and Essential Skills and Attributes, as well as your CV, to [Dops@guildford-cathedral.org](mailto:Dops@guildford-cathedral.org) or Matt O'Grady, Guildford Cathedral, Stag Hill, Guildford GU2 7UP. Referees will not be approached without your consent. Applications will only be considered with a completed application form, CV and covering letter. Guildford Cathedral operates under a Safer Recruiting policy. Proof of eligibility for working in the UK will be required before appointing. For an informal conversation please contact Matt O'Grady on 01483 547864. Closing date for receipt of application is 19 July 2019. Interviews will take place on 29 July 2019.