

Job Title:	Group Booking Administrator	Department	Visitors & Volunteers
Reporting to:	Visitors & Volunteers Manager, VISTA AR Lead	Pay:	£16,200 (FTE)
Contract type:	Part time; up to 25hrs per week	Location:	Exeter Cathedral

Job Description

Overview of the Role:

To be the first point of contact for the all Group Bookings. To provide full administrative support to the Visitors and Volunteer Department.

Key areas of work will be to:

- management of all group bookings - receive, confirm, organise and manage all enquires
- ensure that the relevant computerised booking systems, Merac and Artifax, are kept up-to-date and accurate
- ensure our entry desk has all relevant information to function professionally
- cover the entry desk and shop as required
- general administrative duties to ensure the smooth running of the department
- sell Event tickets through our on-line provider
- dealing with general enquiries whether in person, via email or on the phone
- any other duties reasonably required

Key Challenges:

- Operating in a busy working Cathedral with a need to balance the requirements of religious services and visitors
- Working in a demanding environment where you can be continually interrupted
- Working alongside a team of volunteers

Working Pattern:

This is a part-time role, up to 25 hours per week, over 5 day.
You will be required to be flexible to work some weekends, evenings and Bank Holidays.

Candidate Profile:

- Proven experience in an administrative role (E)
- Able to work with varying pressures (E)
- Good people skills, enabling good working relationships with those in your team and across the Cathedral (E)
- Ability to deliver high standards of customer care. Flexible customer focussed approach. Attention to detail and good presentation (E)
- Knowledge of relevant Health and Safety procedures (E)
- Strong written and verbal communication skills. Good listener (E)
- Well organised. Able to follow work routines with minimal supervision (E)
- Experience of working in a heritage visitor attraction (D)
- Language (French and/or German would be an advantage) (D)
- An understanding of the daily workings of a cathedral church (D)
- Experience of working alongside a team of volunteers (D)

Benefits:

- The Cathedral will match up to 5% of your contribution to your pension plan (provided it is HMRC approved).
- The Cathedral offers a Childcare Voucher Scheme.
- Holiday entitlement – 30 days including Public Holidays per annum pro rata.
- 10% discount in our shop and café
- Complimentary tickets to our in-house concerts (limit applies)

Job holder name:**Signature:****Date:****Application Procedure**

Applicants should apply with a CV and a supporting statement as to why they are interested and suitably experienced for the position. Please email together with a covering letter to vacancies@exeter-cathedral.org.uk

If you would like further information about this role please call André de Mendonça, Visitors & Volunteers Manager, VISTA AR Lead, on 01392 255573.

The closing date for receipt of applications is 12 noon on Friday 2nd August, 2019.

Interviews will be held during the week commencing w/c 5th August 2019. If you already know that you cannot make any days during this week, please provide alternative dates with your application, stating when you would be available for interview.