



Bookings Administrator Fixed Term To cover maternity leave

Job Description and Person Specification

About Peterborough Cathedral

Peterborough Cathedral is the mother church of the Diocese of Peterborough, one of 43 Dioceses in the Church of England and 44 cathedrals. It is the seat of the Bishop of Peterborough. Its ministry extends across the city and the diocese, which includes the counties of Northamptonshire and Rutland, and into the wider region. The Diocese of Peterborough includes over 350 churches.

Located in the heart of the city, the Cathedral is the venue for major civic and diocesan services as well as for concerts, exhibitions, festivals and other special events. The concerns of the parishes across the diocese are held in our prayers each day and we have a special responsibility to hold the Bishop's ministry in our prayers. Members of the Cathedral Clergy also have a wider role in supporting various aspects of the work of the diocese. The daily round of prayer and worship is the heartbeat of everything that we do.

The Cathedral building is an architectural masterpiece dating mainly from the 12th century and is iconic for the city. It is surrounded by 23 acres of Precincts which contain many other historic and wonderful buildings.

Overall responsibility for the Cathedral lies with the Chapter consisting of the Dean, four Residentiary Canons (one of whom is also Vicar of the City Centre Parish and another who is also the Bishop's Chaplain) & four lay members appointed by the Bishop.

Job Title

Bookings Administrator

Accountability

The post-holder will work under the direction of the Schools, Families and Visits Officer.

Main Responsibilities

- Working with Guiding Team Leader to Respond to group visit enquiries
- Sending out booking packs, coordinating diary entries, issuing confirmations, inputting data onto spreadsheet
- Liaising with Becket's team regarding refreshment arrangements for tours
- Liaise with Welcomers to update and share information
- Preparing weekly schedule and distributing to necessary staff and Guiding Team Leader
- Monitoring website bookings for tours and updating registration lists
- Preparing resources for tours
- Attending weekly diary meetings

General

- All Cathedral employees are required to abide by the Safeguarding policy
- All Cathedral employees are required to abide by the Health & Safety policies
- Other tasks as necessary for the smooth running of the Cathedral, as directed by the Dean and Chapter through the Head of Events and Administration

Person Specification

Qualifications

Equivalent of 5 GCSEs including English and Maths at Grade C or above

Essential Skills

- Planning and organising skills, including a strong sense of attention to detail
- Self-motivated, enthusiastic, able to show initiative
- Excellent Customer Service skills to deal with a wide range of visitors of all ages, backgrounds and faiths.
- Aptitude for team work, with the ability to thrive as part of a diverse team, both lay and ordained staff, professionals and volunteers.
- Administrative skills and good computer literacy, including Microsoft Office
- Verbal and written communication skills, including the ability to spell and to use correct grammar
- Reliable, honest and open with an empathetic approach when dealing with people at all levels
- It is not a requirement that the post-holder be a practicing member of the Church of England but s/he must be able to understand and support the Cathedral's Christian ethos and vision
- Post subject to an enhanced DBS check

Main Terms and Conditions of Employment

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| Salary: | £9,100 per annum |
| Working Hours: | 20 hours per week, over 3 days. Monday, Tuesday & Friday. Occasional out of hours will be required for evening and weekend events. These will be organised well in advance and time taken off in lieu |
| Holiday: | 25 working days, plus 8 Public Holidays per annum (FTE) |
| Pension: | There is an optional contributory Pension Scheme. |
| Performance Review: | The appointment will be subject to a probationary period of six months, and is then subject to confirmation. Thereafter there will be an annual appraisal |