



Part-time Bookings Officer

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 Officer

Accountability

The post-holder will work under the direction of the Head of Operations

The post-holder will manage the casual staff employed for events, venue hire or hospitality and any volunteers involved in these areas.

Statement of Purpose

The key purposes of the post are:

- Being the first point of contact for all venue and room hire, liaising with clients regarding their requirements, issuing and completing quotation and booking documentation as necessary
- To co-ordinate delivery of venue hire bookings, including the arrangement of rooms, catering, and other requirements as requested by a client
- To support the delivery of venue hire bookings by bringing in, co-ordinating and managing casual staff, volunteers and catering requirements as necessary to facilitate these events
- Liaising with appropriate staff, arranging and booking third party suppliers/contactors to enable the booking
- Attending events and venue hires as Duty Manager including outside of office hours
- Maintaining up to date inventory of stock
- Ensuring that health, safety and hygiene regulations are adhered to with the provision of events and venue hires bookings under the guidance of the Compliance Manger
- Manage internal room bookings for Cathedral Staff

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

5 GCSEs including English and Maths at Grade C or above

Qualifications in heritage management, catering and/or customer service would be an advantage

Essential Skills

- Excellent Customer Service skills to deal with a wide range of visitors of all ages, backgrounds and faiths
- Experience with managing or dealing with venue hires, conferences or meetings
- Able to find creative ways of engaging visitors and generating income
- Supervisory skills to lead and enthuse a team of volunteers
- Communication skills to inspire visitors
- Administrative skills and good computer literacy, including Microsoft Office
- Physical fitness for moving furniture and equipment as necessary
- Experience of managing volunteers
- Experience of providing high quality Customer Service
- Self-motivated, enthusiastic, able to show initiative
- Team player with a sense of humour
- Able to prioritise and balance a wide ranging number of competing activities
- Reliable, honest and open with an empathetic approach when dealing with people
- It is not a requirement that the post-holder be a practicing member of the Church of England but 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

Salary:	£9,100 per annum
Working Hours:	20 hours per week, Monday – Friday However, the successful candidate will be expected to be reasonably flexible as there are likely to be other weekend and evening commitments.
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