



Job description

Job title	Volunteer sitters & Occasional Tour Guides
Location	St Martin's Church, North Holmes Road, Canterbury CT1 1QJ
Hours	Various – between 11am and 4pm 7 days a week
Pay	This is an unpaid position
Commitment	We are looking for people who are able to commit to a minimum 2 days a month of around two hours each session.
Supervisor	Jessica Morris (Senior Visitor Host)

Purpose: St Martin's is England's oldest parish church still in regular use for worship predating both Canterbury Cathedral and St Augustine's Abbey. St Augustine worshipped at our church at the very start of his mission to convert the English to Christianity. Such is the historical significance of our church that, along with the ruins of the Abbey of St Augustine and Canterbury Cathedral, St Martin's is one third of the Canterbury World Heritage Site.

We currently receive over 8,500 people a year; our ambition is to maintain our opening hours so that we can build on this and welcome even more pilgrims and tourists. We want you to help us to create a warm and inviting welcome, promote what we have to offer and enhance the experience for our visitors.

Key Tasks

We are looking for someone who can:

- Give a warm welcome to Pilgrims and Tourists to our Church
- Engage visitors so that they can understand the significance of St Martin's, interpreting the story in an engaging and inclusive way
- Receive tour groups and school parties visiting the Church and manage the visitor flow effectively
- Promote the giving of donations to support maintaining the Church and the sale of guidebooks
- The role can involve lone working and so you may be required to lead in evacuating during an emergency and ensure the safety of visitors, colleagues, and other volunteers.

This is a great opportunity for people either looking to build some experience for their CVs or those looking to volunteer in the local community and promote what Canterbury has to offer.

Person Specification

We are looking for someone who:

- Can demonstrate the potential or proven experience of welcoming people and customer service skills
- Is friendly with a helpful disposition and the ability to deal appropriately with people in all walks of life
- Is able to remain calm with developed team working skills and the robustness to deal with challenging situations on occasion
- Is able to move around the Church effectively and, if necessary, in an emergency undertake a full evacuation.

The nature of the work means that there is significant lone working, this coupled with the level of responsibility means that we can only consider applicants from people who are over the age of 18.

The Parish will require a full Enhanced Disclosure Barring Service Check to be undertaken for this role. This role is not exempt from the Rehabilitation of Offenders Act 1974

Application

If you believe you've got what it takes, then please send your CV (showing your last 10 years of employment, including any break in employment) and a supporting statement (500 words maximum) to visits@martinpaul.org Please also use this email address if you have any questions.

Your supporting statement should set out three examples that demonstrate experience of:

- Welcoming people in a customer facing role
- Coaching and developing people; and,
- Dealing with conflict

The closing date for applications is 12pm Tuesday 27th February 2024.

St Martin's and St Paul's Canterbury are members of Inclusive Church and are committed to inclusion, diversity and equality and we encourage applications from underrepresented groups. With that in mind if there is anything we can do to make the application and

interview process easier please do let us know.
