



## Job Description

### *Thistle Chapel Assistant*

Situated within the Heritage and Culture department, the role of the Thistle Chapel Assistant is to promote and facilitate a safe and enjoyable visit for all of our visitors. St Giles' Cathedral is one of the most important and historically significant buildings in Edinburgh. We welcome 1.3 million visitors a year from all over the world.

Built in 1911, The Thistle Chapel in St Giles' Cathedral is the spiritual home of the Most Ancient and Most Noble Order of the Thistle, Scotland's order of chivalry. The Chapel is one of Scotland's architectural jewels and St Giles' Cathedral is passionate about preserving it for future generations, whilst maintaining access for visitors from around the world.

#### Main responsibilities:

- To provide a consistent presence in and around the Thistle Chapel.
- To provide front of house security of the chapel at all times including visual checks, security checks and dealing with incidents following the correct procedures.
- To facilitate open access to the chapel for visitors, welcoming visitors and answering basic questions regard their surroundings.
- To gain a basic knowledge of the Cathedral and the chapel itself.
- To manage visitor flow into the chapel during busy periods and ensure all signage is correctly positioned and displayed.
- To actively promote the cathedral's visitor policies such as suggested donations and photo permits.
- To work alongside and accommodate colleagues and volunteers with a flexible approach to operations.
- To comply with the cathedral's health and safety policies and any other policies set out to ensure the safety and welfare of visitors, staff and volunteers. This will include accepting responsibility as a fire marshal in the case of emergency evacuation.
- To provide verbal reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.
- Any other reasonable duties, which may be directed by, line management.

## Skills and Experience

- Evidence of having provided a high level of consistent visitor experience within a public venue, preferably an arts or heritage organisation.
- Excellent communication and interpersonal skills and an understanding of the different needs of visitors.
- Excellent attention to detail and sensitivity to surroundings.
- Exceptional standards of personal presentation and professional manner.
- Enjoy and have experience working confidently with the public.
- Demonstrable influencing and listening skills in order to effectively deal with challenging situations.
- Excellent time keeping.

**Reports to:** Head of Heritage and Culture

**Deadline:** 16<sup>th</sup> May 2019

**Start Date:** 3<sup>rd</sup> June 2019 (fixed term contract for 5 months)

**Interview Date:** 20<sup>th</sup> May 2019

**Working Hours:** Monday – Wednesday 10am to 5pm

**Wage:** National Living Wage £8.21 per hour

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