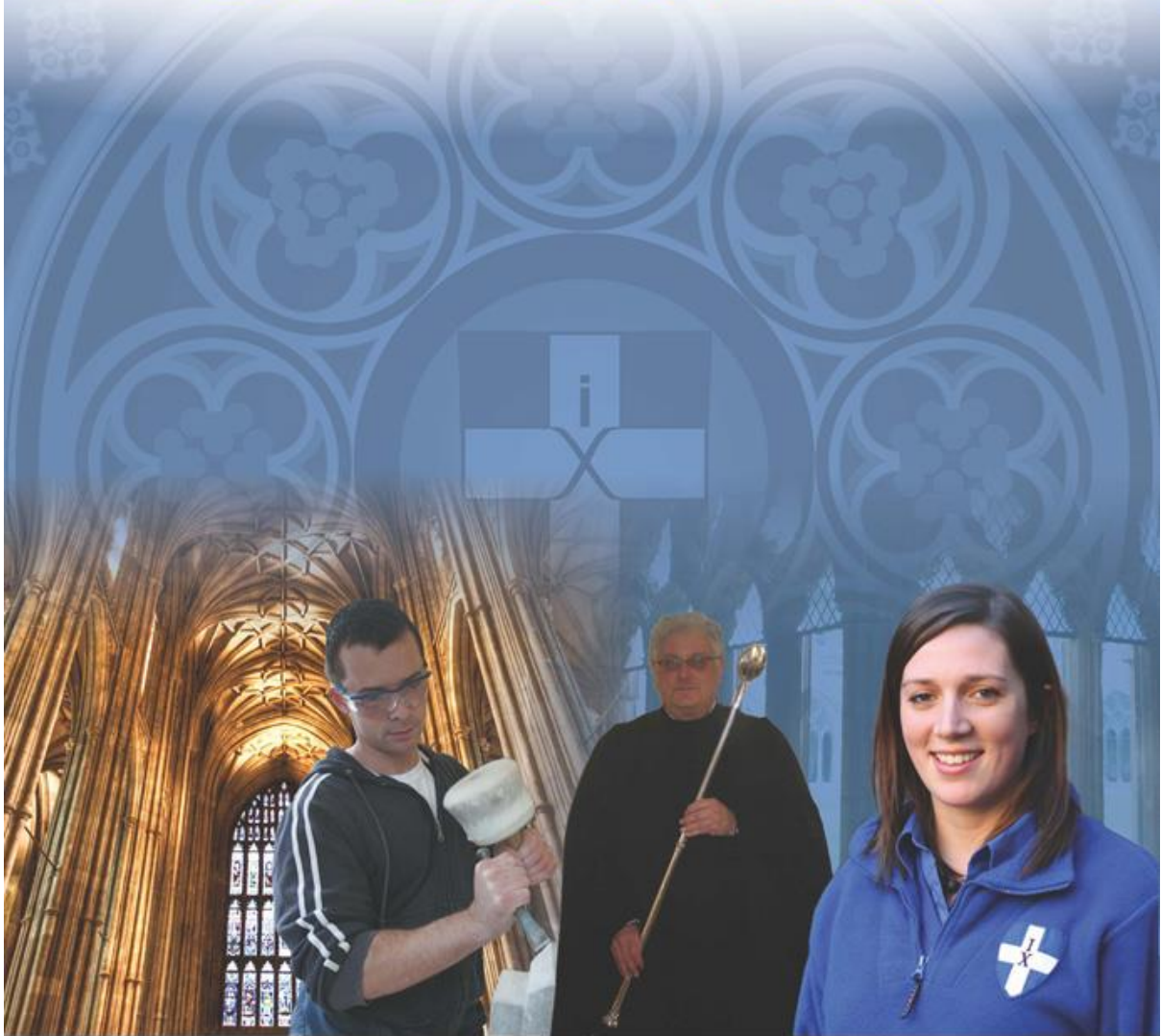




CANTERBURY *cathedral*



Conference & Events Coordinator

PROFILE OF CANTERBURY CATHEDRAL

St Augustine, the first Archbishop of Canterbury, arrived on the coast of Kent as a missionary to England in 597 AD. He came from Rome, sent by Pope Gregory the Great. It is said that Gregory had been struck by the beauty of Angle slaves he saw for sale in the city market and dispatched Augustine and some monks to convert them to Christianity. Augustine was given a church at Canterbury (St Martin's, after St Martin of Tours, still standing today) by the local King, Ethelbert whose Queen, Bertha, a French Princess, was already a Christian. This building had been a place of worship during the Roman occupation of Britain and is the oldest church in England still in use. Augustine had been consecrated a bishop in France and was later made an archbishop by the Pope. He established his seat within the Roman city walls (the word cathedral is derived from the Latin word for a chair 'cathedra', which is itself taken from the Greek 'kathedra' meaning seat.) and built the first cathedral there, becoming the first Archbishop of Canterbury. Since that time, there has been a community around the Cathedral offering daily prayer to God; this community is arguably the oldest organisation in the English speaking world. The present Archbishop, The Most Revd Justin Welby, is 105th in the line of succession from Augustine.

Augustine's original building lies beneath the floor of the nave– it was extensively rebuilt and enlarged by the Saxons, and the Cathedral was rebuilt completely by the Normans in 1070 following a major fire. There have been many additions to the building over the last nine hundred years, but parts of the quire and some of the windows and their stained glass date from the 12th century.

By 1077, Archbishop Lanfranc had rebuilt it as a Norman church, described as “nearly perfect”. A staircase and parts of the North Wall – in the area of the North West transept also called the Martyrdom – remain from that building.

During the Second World War, the Precincts were heavily damaged by enemy action and the Cathedral's Library was destroyed. Thankfully, the Cathedral itself was not seriously harmed, due to the bravery of the team of fire watchers, who patrolled the roofs and dealt with the incendiary bombs dropped by enemy bombers.

Today, the Cathedral stands as a place where prayer to God has been offered daily for over 1,400 years; nearly 2,000 services are held each year, as well as countless private prayers from individuals. The Cathedral offers a warm welcome to all visitors – its aim is to show people Jesus, which we do through the splendour of the building as well as the beauty of the worship.

THE WORK OF THE CATHEDRAL

The work of the Cathedral is carried out by over 300 paid staff, supported by some 500 volunteers. The '*corporate body*' responsible for the management of the Cathedral is the Chapter of Canterbury who are advised by the Cathedral Council and the College of Canons.

The Chapter of Canterbury (Chapter)

The Chapter are responsible for all aspects of the day-to-day management of the Cathedral. Chapter comprises the Dean, the Residentiary Canons, the Receiver General and four additional persons appointed by the Archbishop.

The Cathedral Council

The Council represents the Cathedral community as well as the wider local and regional community. It has 20 members, drawn from a wide variety of organisations. Its duty is to further and support the work of the Cathedral Church in spiritual, pastoral, evangelistic, social and ecumenical areas.

The College of Canons

The College of Canons is composed of 30 Honorary, Lay and Provincial Canons, appointed by the Archbishop and it supports the life of the Cathedral in many different ways.

The Cathedral Trust

The Cathedral Trust is a separate charity that is solely for the benefit of the Cathedral. Since 1974, it has assisted with the restoration, maintenance and improvement of the fabric and contents of Canterbury Cathedral and the provision, promotion and encouragement of music

The Cathedral is well-known all over the world and we welcome more than 1 million visitors and worshippers every year. The Cathedral is more than just a beautiful old building and heritage site; it is a working, living church which maintains a tradition of welcome and worship that has been practiced here for over 1400 years.

Friends

The Friends of Canterbury Cathedral was founded in 1927 by the distinguished scholar and poet Dean George Allen Kennedy Bell. The Organisation was the first of its kind in the world.

The Friends are the Cathedral's fan club. Admirers of the building, its history and its community, Friends are a part of the Cathedral and work together to preserve it forever, contributing financially - and directly – to many individual and vital projects.

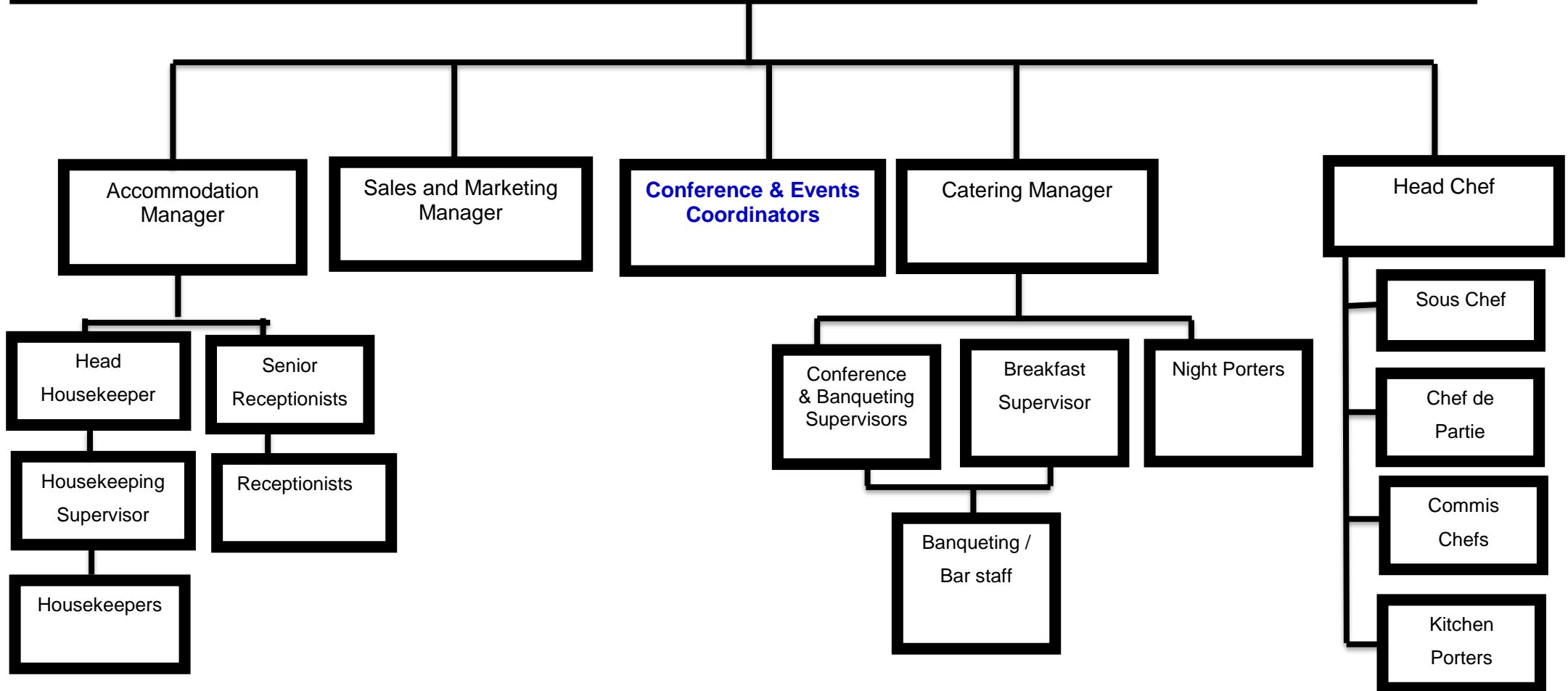
The Cathedral Shop

The Canterbury Cathedral Shop is a large gift shop in the heart of the city of Canterbury. It has an impressive range of high quality gifts, mostly British, and their own exclusive award winning designs.

The Shops wide range of merchandise includes replica historical artefacts, books and CD's of the world-famous Canterbury Cathedral choir.

CANTERBURY CATHEDRAL LODGE

General Manager



JOB PROFILE

To actively promote the accommodation and conference facilities of Canterbury Cathedral Lodge through effective communication.

The Conference and Events Co-ordinator reports directly to the General Manager.

PRINCIPAL TASKS

- To develop and implement a Sales Plan annually in conjunction with the Sales & Marketing Manager and General Manager.
- To provide additional marketing and pro-active sales activity on occasion as agreed with senior management and liaison with 3rd party suppliers as required supporting events hosted at the Lodge.
- To respond to enquiries for event space in a timely and efficient manner. Provide follow up as per agreed standard to convert enquiries into confirmed business.
- To identify sales leads as appropriate.
- To quote for services and facilities and deal efficiently with clients to finalise the details of their event using EBMS and Room Master.
- To liaise with 3rd party suppliers such AV support/entertainment/room dressers as required by the client and Lodge for events.
- To deliver excellent customer service to ensure repeat business.
- To produce weekly operational sheets in timely and accurate manner.
- To hold and update information on local competitors.
- To liaise with other departments in both the Lodge and also the Cathedral, to ensure the smooth running of all events.
- To arrange and attend meetings and show rounds with prospective clients.
- To establish good working relations with Conference Agents and Organisers.
- To build and maintain strong links with high rated business clients.
- To network with other hotels and Tourism Associations.
- To attend appropriate trade exhibitions.
- To maintain post event calls and give feedback to Managers.
- To attend meetings as required and as directed by the General Manager.
- To act as Duty Manager, including at weekends on occasions.
- To administer the department's weekly timesheets and absence records.
- As an employee of the Chapter of Canterbury to fully endorse, understand and exercise the roles and responsibilities contained within Chapter's Health and Safety policy which is set out in the Staff Handbook.
- At all times to have regard for the ethos of the Cathedral.
- To carry out any reasonable task required by the General Manager and Chapter.

PERSON SPECIFICATION

The personal specification below indicates the qualifications, experience, knowledge and skills required to undertake the role effectively.

ESSENTIAL KNOWLEDGE AND SKILLS

- Educated to A level.
- Experience in a similar position from a hospitality background / hospitality graduate with measurable Conference and Events experience.
- Strong administrative background.
- Excellent IT skills, especially in the use of Microsoft Outlook, Excel and Word.
- Understanding of and sympathy with the aims and purposes of the Cathedral, its mission and ministry.

DESIRABLE KNOWLEDGE AND SKILLS

- Knowledge of event booking software.
- A valid First Aid Certificate.

PERSONAL ATTRIBUTES

- Self-motivated with the drive to achieve sales targets and provide excellent customer service for conference and events business.
- Excellent standard of written English.
- Articulate with excellent communication and interpersonal skills.
- Numerate and methodical.
- Highly organised and efficient.
- Ability to multi task and pay attention to detail.
- To be sufficiently active and fit enough to fulfil the requirements of the role which will include show rounds and attending Trade exhibitions.

TERMS AND CONDITIONS

Grade

6

Salary

£19,345 to £ 26,471 per annum.

Working hours

You will normally work 40 hours per week (excluding breaks), normally Monday to Friday 09.00hrs to 17.00hrs however the position holder should be flexible in their approach to hours worked as these will be dictated by operational need and event type and can occasionally include early, late and middle shifts plus weekends

Annual holiday

Based upon the hours stated above, the annual entitlement is 25 days plus 8 public holidays and 2 Chapter Days.

Probation Period

All new posts are subject to a probation period. New staff will meet regularly with their line manager to assess both formally and informally progress on work and performance.

Training

Training needs are assessed continuously and appropriate on the job training is provided.

Pension scheme

The Chapter of Canterbury offer a Stakeholder pension to all employees. Your age and salary will determine if you are to be automatically enrolled into the pension scheme

The Chapter of Canterbury contribute 7½ % of salary into a Stakeholder Pension Scheme. Staff in the pension scheme are insured against death in service 3 x annual salary to the age of 70.

Parking

Chapter is not able to offer staff parking on site.

Staff benefits

We are able to offer a range of staff benefits including discounts in local shops, restaurants and sports centres.

Processing your personal information

As your employer, the Chapter of Canterbury is required to keep and process information about you for normal employment purposes. The information we hold and process will be used for management and administrative use only. To comply with the General Data Protection Regulations, your acceptance of these terms and conditions gives your consent for your data to be processed.

EQUALITY STATEMENT

The Chapter of Canterbury recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

July 2019

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with you, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.

HOW TO APPLY

A CV should be submitted on line via our web page.

Application details can be found at:

<http://canterbury-cathedral.org/get-involved/employment>

The closing date for this post is:

Sunday 1st September 2019