



## **Visitor Donations Coordinator at Liverpool Cathedral**

Fixed Term 2 Year Contract. Full time (Part Time Considered)

Location – Liverpool Cathedral

Hours of work – (negotiable) 35 per week to be agreed

Salary – £24,000 p.a. (pro rata for part time)

We are looking for a talented and engaging individual to take up the new, exciting position of Visitor Donations Coordinator to generate and grow income from visitor donations within the Cathedral. Working with the current Visitor Services Manager and Development Director, you will need to have excellent supervisory skills, together with the personality to engage visitors and encourage donations on the entrance and exit to the Cathedral. You will also be responsible for recruiting, training, motivating and supervising a team of volunteer Visitor Fundraisers as well as working as a fundraiser within the Cathedral main space for a proportion of your time.

You will be conscientious, reliable and able to meet targets. We expect to welcome more than 700,000 visitors and alongside our current Welcome Team, you will be providing the first introduction to the Cathedral through a world-class welcome while soliciting a donation from a variety of visitors who are in the building for different purposes, in a busy customer-focused environment.

This position is a full time role for a fixed 2 year period contract, although applications for part time working may be considered for the right candidate. You will report to Director of Development and will be required to work some weekend days and occasional evenings. Further details of working patterns will be discussed at interview.

To be successful in this role you'll need to be able to demonstrate that you;

- can develop rapport with people quickly
- have proven experience of managing a team with budget management skills
- have an understanding of the operations of a busy visitor attraction
- have experience of face to face fundraising or sales
- can demonstrate high standards of customer service and presentation
- can be target driven
- lead by example, and inspire and motivate others through formal and informal training
- show awareness of our the Cathedral's ethos and cause, and how to interpret this for our visitors
- use IT systems and reporting processes confidently

### **Objectives**

- Grow donations, with agreed monthly targets
- Establish a sustainable volunteer team of fundraisers, integrated with and building on the existing Welcome function against monthly milestones
- Work with the Development Director and Visitor Services Manager to develop a comprehensive training package for all visitor facing staff and volunteers

### **Line Management**

- Reports to Development Director

## Person Specification

	Essential requirements	Desirable requirements
<b>Qualifications</b>		Educated to A' level standard
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of delivering excellent customer service in a visitor facing role (a/i/as)</li> <li>• Experience of volunteer management</li> <li>• Experience of face to face sales, customer service or fundraising</li> <li>• Experience of financial reporting and monitoring</li> <li>• Experience of leading and implementing a project, meeting milestones and targets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in proactive volunteer recruitment</li> <li>• Experience in delivering training to individuals and groups</li> <li>• Experience of working in a visitor attraction</li> <li>• Experience of managing a shift roster</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, written and verbal</li> <li>• Able to develop rapport quickly with people</li> <li>• Able to ask for donations confidently, effectively and appropriately</li> <li>• Proficient in Microsoft Excel</li> <li>• Able to analyse financial information identifying trends and patterns</li> <li>• Able to present confidently face to face to groups and individuals</li> <li>• Excellent Customer Service skills</li> <li>• Able to motivate and inspire others</li> <li>• Excellent organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates a working knowledge of the Cathedral and its role within Liverpool (a/i)</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent time management skills</li> <li>• Able to prioritise tasks to meet deadlines</li> <li>• able to resolve customer/visitor problems discretely and effectively</li> </ul>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Approachable and friendly</li> <li>• Positive, problem solving approach</li> <li>• Willing to take ownership and responsibility for completing a task</li> <li>• Works well with other people</li> <li>• Diplomatic</li> <li>• Committed to getting the job done</li> <li>• Flexible</li> <li>• Well presented</li> </ul>	
<b>Work related circumstances</b>	<ul style="list-style-type: none"> <li>• To be in sympathy with the work and mission of the Cathedral (a/i)</li> <li>• Able to work flexibly, including some weekend working and occasional evenings (a/i)</li> </ul>	