



Application Pack

Ref: WA368

Engagement Apprentice

Salary up to £24,000 per annum

Full-time – Fixed Term (minimum 18 months)

Advert Date: 16 December 2024

Closing Date: 6 January 2025

Westminster Abbey



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About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21st May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

Westminster Abbey's mission is:

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
To care for the precious resources entrusted to us: our people, partnerships, buildings, heritage and money.

Our Values:

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors. **It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.**

Job Description

JOB TITLE: Engagement Apprentice

ACCOUNTABLE TO: Adult Engagement Manager

KEY RELATIONSHIPS: Engagement team, Digital Content Manager, Volunteers, Visitor Experience team, family visitors and personnel organising community visits.

JOB SUMMARY:

This role will support the development and delivery of programmes across the Engagement team. As it is managed by the Adult Engagement Manager the primary focus will be with adult audiences, but there will be some delivery with family and community audiences both onsite and online. The role will include administration, some development and delivery of elements of the public engagement programme and supporting digital development.

This role exists because of the social engagement commitment the Abbey has made to Developing People, and the post holder will be involved in activity to support the other areas of that statement alongside the rest of the team. Training in the systems and processes the Abbey uses will be provided.

Whilst learning on the job, the post holder will undertake the [Apprenticeship in Cultural Learning and Participation Level 3](#).

MAIN DUTIES AND RESPONSIBILITIES:

The person appointed will be responsible for:

1. Being the first point of contact with visitors including monitoring three inboxes, ongoing communication about events and writing e-newsletters (e.g. Mailchimp, Microsoft forms).
2. Using the internal diary and database (i.e. CRM) and external systems (e.g. Eventbrite) including making bookings, data entry and creating reports.
3. Being the point of contact for the active volunteer team, collating rota information including highlighting to the team where there might be gaps in support.
4. Assist the Head of Engagement with the administration of the Public and Social Engagement Groups, including setting up meetings and taking minutes.
5. Active participation in preparation and delivery of the events programme to include preparation of materials, communicating across Abbey teams, and delivery on event days. By the end of the Apprenticeship, the aim is for the post holder to have project managed an event or series of events. A standalone event, developed and delivered by the apprentice will be assessed as part of the apprenticeship qualification.
6. Assisting with the delivery of tours in the Abbey across all the Engagement Team's audiences, and occasionally helping with school tour delivery if needed.
7. Working with the Digital Content Manager to deliver the digital elements of the Engagement programme. This will include creation of thumbnails, resizing images for the web, writing copy, creating subtitles (srt files), uploading to the CMS and supporting with filming logistics.
8. Working alongside the team to evaluate all programmes effectively, collating results and making recommendations for improvements.

This post will be subject to occasional evening and weekend work to be pre-agreed with the post holder. Time off in lieu will be given for these instances. Usual working hours are Tuesday-Friday with teaching on a Monday with Westminster Adult Education Services.

Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential

Skills/Aptitudes:

- Good communication skills, with ability to adapt communication style for different audiences.
- The ability to use MS Office and a demonstrable ability to learn how to use other IT systems as appropriate for the role (CMS, CRM, Eventbrite).
- Time management skills
- Ability to work as part of a wider team, including many different Abbey departments and volunteers.
- Knowledge of, or interest in, a key aspect of the Abbey's history, architecture, musical tradition or subject areas covered by those buried or remembered in the Abbey.

Knowledge/Experience:

- Experience of, or demonstrable interest in, engaging with a variety of audiences including adults, families and young people.

Personal Attributes & Circumstances:

- The ability to appreciate the Abbey as a living church and worshipping community and to communicate this to visitors who may come from different or no faith tradition.
- Creative, dynamic and enthusiastic approach and an enjoyment of working with a variety of audiences.
- A sense of purpose and ability to take personal initiative.
- Commitment to the Abbey values and to achieving diversity in all aspects of the Engagement Team's work.

Desirable

- Dramatic or artistic skills.
- Experience of working with volunteers.

The responsibilities contained within this job description are not exhaustive and will be kept under review. The contents may be amended from time to time to reflect the changing needs of Westminster Abbey. Any proposed changes will be discussed with the postholder.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.

Working for us

Employment Status

This post is fixed term for a minimum of 18 months.

Salary

Students will be paid a full-time annual salary between £21,000 (for students aged 16-18) and £24,000 (for students aged 19 and above), on the last Friday of each month. Salary is reviewed annually.

Working Hours

These are 40 hours per week. The normal arrangement of working hours is 9am to 5pm Monday to Friday. Usual working days are Tuesday-Friday with teaching on a Monday with Westminster Adult Education Services.

This post will be subject to occasional pre-agreed evening and weekend work. Time off in lieu will be given for these instances.

Annual Holidays

The full-time holiday entitlement is 31 days per annum, including recognised public holidays, rising to 33 days per annum in the fifth year of service.

Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

Season Ticket Loan

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

Medical Insurance

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

Uniform

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.

Equality Statement and

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Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements. As well as your previous work experience (including a **full** career history of all employment), tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: applications@westminster-abbey.org.

Applications should arrive no later than 12 noon on 6 January 2025. Interviews are scheduled to take place on 16 January 2025.

We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.