



## The St John's Co-Cathedral Foundation

### Job Description

Department	Operations Department
Job Title	<b>Custodian</b>
Reporting to	The Head Custodian

### Overall Job Purpose

The position of a Custodian is to give a memorable experience to the visitors of St John's complex. This is done by a customer service that exceeds expectations through the knowledge, skills and the attitudes of the custodian.

### Main Activities and tasks

Daily management of the operations:

- 1 Dress and carry oneself smartly.
- 2 Act professionally at all times especially when facing a difficult person or situation and when new rules are enforced.
- 3 Ensure that visitors are decently dressed according to policy, and if need be, provided with shawls and skirts before entering.
- 4 Manage the clothing stock in such a way as to look orderly and possibly out of sight.
- 5 Ensure that no one enters the monument wearing stiletto or narrow heels, and in that case, offer to sell them slippers and direct them accordingly.
- 6 Observe the behaviour of visitors and ensure that they conduct themselves according to policy especially with regards to the taking of pictures, the touching artefacts and entering in prohibited areas.

- 7 Draw the attention of visitors whose behaviour is not in line with policy; this correction should be done professionally, privately and with tact, but nonetheless assertively.
- 8 Seek the assistance of the Head Custodian or Security officers if, and when, a person or situation becomes acute.
- 9 Ensure that the Blessed Sacrament chapel is reserved for worshipers only and therefore out of bounds for the casual visitor.
- 10 Ensure that the visitors exit the monument from the main entrance of St John's except those who are visiting as worshippers.
- 11 Ensure that the number of persons at any one time in the Oratory does not exceed 30 persons. Groups that are led by a tour guide should politely be informed to communicate this standard to the group.
- 12 Ensure silence in the Oratory and that no pictures are taken. The custodian needs to take the right position as to deter visitors from taking pictures.
- 13 Scrupulously ensure that no one get too close to the Caravaggio Paintings and in case of a difficult situation, call the Security officer immediately.
- 14 Attend immediately if and when the alarm goes off and assist the Security officer and the Head Custodian as necessary.
- 15 Ensure that no visitor touches any of the artefacts, lean against the walls or the monuments and furniture or cause damage in any other way to the assets of the Foundation.
- 16 Ensure that the visitors keep to the official pathway and no one is allowed to deviate from the set route.
- 17 Engage with the visitors in a friendly manner with the aim of assisting them or adding value to their experience. This should not be done at the expense of carrying out the normal duties of custodianship.
- 18 Ensure that all lights, fans and heaters are put off at the end of the shift and, where necessary, candles are put out as well.
- 19 Take note and refer to the Head Custodian any complaints, suggestions and compliments received from visitors.
- 20 Attend to and manage the visits and events after normal hours and ensure that the same level of service is provided during these times as well.
- 21 Keep abreast with the up-coming events and assist by up selling the events of the monument if and when necessary.
- 22 Assist the Head Custodian in implementing the standards of health and safety.
- 23 Learn new competencies related to the management of St John's precincts.
- 24 Willingly take up ongoing training and formation as provided by management.
- 25 Strictly adhere to health and safety regulations and inform/guide visitors accordingly.

## Qualifications and requirements

- 1 Knowledge and skill to communicate and exercise customer service.
- 2 Knowledge about the monument and skills to communicate at least in Maltese and English.
- 3 Observation and assertiveness skills.
- 4 A degree in history of art, customer care or of a tourist guide a plus
- 5 Knowledge of Italian, French, German, Polish or other foreign languages a plus.

## Competencies

Presentation	smart, standing, alert, attentive, responsive, head up body posture, holding a presence
Dress Code	smart at all costs
Radio Communication	smart and Professional
Dependability	reliable, responsible and getting the results expected through problem solving.
Initiative	willingness to take on responsibilities and challenges.
Stress Tolerance	accepts criticism and deals calmly and effectively with high stress situations.
Integrity	having an honest character and ethical behaviour.
Leadership	willingness to visitors with credibility that includes both competence and personal characteristics of having the right intent and integrity.
Communication	well-developed communication skills, professional use of communication equipment.
Fitness	Physical ability to withstand long hours of standing, going up over 50 stairs whenever required more than once a day

Carry out administration and related support to her/his work as requested by the Head Custodian.

S/he shall continuously contribute to mutual goodwill, harmony, and knowledge sharing for the good of St John's Co-Cathedral and museum.

