



- Be responsible for the completion of daily and weekly reports, ensuring all paperwork and reporting tools are set up for other staff to use.

#### **Administration**

- Be proficient on the till system and oversee the practices of all other staff.
- Accurately complete end of day till procedures including relevant excel paperwork and report any issues or discrepancies.
- Be proficient in excel and other Microsoft programs.

#### **Health & safety**

- Be aware of the current health and safety policy and procedures within the building and ensure these standards are met in all of your work spaces.
- Attend first aid training and administer first aid as appropriate.
- Ensure that you are trained in current fire evacuation procedures.
- Complete safeguarding training and be aware of current safeguarding policies and procedures.
- This role may be subject to DBS clearance – while it is not necessary for the role as it is described in this document, there may be circumstances when this will be required in the future.

#### **Training and development**

The individual will be expected to attend training courses and meetings as required and to keep alert to legislation and other changes and opportunities for personal development.

This job description is intended for operational purposes only and does not form part of a contract of employment. It will be subject to regular review and the Casual Staff member will be expected to perform other duties not expressly specified within this job description.

#### **Working Pattern:**

This role will be full time but part-time or flexible working will also be considered.

#### **Accountable to:**

The Visitor Operations Manager

## Person Specification

	Essential	Desirable	How Assessed
Friendly and outgoing	✓		I
Supervisory or team leader experience	✓		A/I
Excellent customer service	✓		A/I
The ability to work in a team	✓		A/I
To maintain a smart and presentable appearance	✓		I
Excellent written and verbal communication skills	✓		A/I
Sympathetic towards and support for the mission and values of the Cathedral	✓		A/I
EPOS/till experience		✓	A/I
Cash management experience		✓	A/I
Relevant visitor training experience		✓	A/I
Experience of working in a busy heritage site or tourist attraction		✓	A/I

Key:

A – Application form and covering letter

D – Documentation (certificates)

I – Interview

Please apply with your completed application form and covering letter to:

Christine Williams, 9 Abbey Square, Chester, CH1 2HU or [Christine.williams@chestercathedral.com](mailto:Christine.williams@chestercathedral.com)

## Chester Cathedral's Vision, Strategic Aims and Values

### Vision

We will provide a diverse, accessible and inspiring experience. We will be thought provoking and challenging, fun and entertaining.

### Strategic Aims

#### **Worship & prayer**

We will have inspiring services that offer a glimpse of the glory of God.

#### **Learning & discipleship**

We **will** help enquirers become disciples. Offering opportunities to grow faith, develop learning and explore heritage.

#### **Welcome and hospitality**

We will provide a positive and fulfilling experience for visitors, worshippers and pilgrims, offering a warm welcome in accordance with our Benedictine tradition. We are here for everyone.

#### **Serving our city region and diocese**

We will grow and nurture mutually beneficial relationships.

#### **Sustainable and ethical business operation**

We will be financially self-sustaining through a well administered, varied and thriving business, continuously innovating and developing new opportunities.

#### **Conserving and developing our buildings and heritage**

We will conserve the cathedral's heritage allowing it to evolve and remain relevant and meaningful in today's world.

### Values

Throughout everything we do, we will be:

- Welcoming
- Good listeners
- Show respect
- Have great passion for our roles.

We will regularly measure ourselves against these values and create development plans to achieve them.