



CHESTER CATHEDRAL

Fixed Term Summer Enterprise Assistant

Job Description

Chester Cathedral is an ancient abbey of international importance that has played a significant part in shaping the history of the City. It still plays an important part in the spiritual, cultural and civic life of Chester and beyond. The site includes the Cathedral, with the most complete set of monastic buildings in the country, the Georgian square and streets and the largest green spaces within the walls, including the scheduled ancient monument, the Roman barracks, beneath the Dean's field.

As a major place of daily Worship, a tourist attraction and a community venue, the Cathedral welcomes around 300,000 visitors each year and operates as a vibrant and diverse destination with a large team of staff and volunteers.

Overall Purpose of the Job

- Assist in ensuring the smooth running of the Visitor Welcome Area so that each visitor receives a warm and friendly welcome to the Cathedral.
- Provide support for the summer's temporary exhibition and events by selling tickets, stewarding and providing excellent customer service across the site.
- Any other request reasonably associated with the role.
- The Enterprise Assistant reports to the Visitor Operations Manager.

Visitor Welcome Area/Ticket Sales

- Provide a warm and friendly welcome to all, ensuring that excellent customer service is demonstrated at all times.
- Sell tickets to the summer exhibition and upsell any additional events and activities.
- Work together as part of an effective Welcome Team, providing support to colleagues and ensuring a consistent high quality welcome.
- Ensure this area is well presented and tidy, clear of clutter and with personal belongings stored in a suitable location.
- Provide a suitable / tailored orientation to visitors.
- Respond to general visitor enquiries informing the public about performances, exhibitions or tours in the Cathedral and up-sell other key areas or attractions on site.

Cash Handling and Till Operation

- Be proficient on the till system. The role involves operating the till and accurately handling cash, cheques and credit/debit card transactions.
- Accurately complete End of Day till procedures including relevant excel paperwork and reporting any issues or discrepancies to the Visitor Operations Manager and finance team.

Stewarding

- Sell and check tickets for the exhibition and any additional events.
- Engage with visitors by sharing knowledge of the exhibition and wider cathedral with visitors.
- Respond to any emergencies or incidents within the cathedral.
- Ensure the exhibition area is kept tidy and safe at all times.
- Ensure the safety of all visitors to the 'Lego Pool' and report any incidents.
- Steward the exhibition, Lego Pool and any other areas of the building, maintaining Cathedral standards of customer service and safety.

Visitor Team & Cathedral Floor Management

- Work with the Visitor Experience Manager to ensure that groups and additional visitor business can be effectively welcomed on site and are processed correctly.
- Communicate effectively with the Verger Team to ensure a smooth transition as visitors pass from the entrance areas to the main body of the Cathedral.
- Ensure you have effective working relationships with other departments in the Cathedral including: vergers, cleaners, shop and catering staff.
- Be aware of what is happening in the rest of the Cathedral; assisting the public wherever possible. Ensure any issues concerning customer care are reviewed and where possible take action to rectify any issues.
- Take an active role in the cross promotion of activities.

Health & Safety

- Be aware of the current health and safety policy and procedures.
- You may be required to attend First Aid training and administer first aid as appropriate.
- Ensure that you are trained in current fire evacuation procedures.
- Work safely personally.
- Ensure that areas of work are kept in safe order and condition.
- Report any discovered hazards or potential hazards immediately to your Line Manager.
- Be aware of current Safeguarding policies and procedures and be vigilant to their application.
- 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 & 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

The role requires a flexible rota.

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 Enterprise Assistant will be expected to perform other duties not expressly specified within this job description.

Working Pattern:

This role will be on an hours as required basis. Days worked will be agreed with the Visitor Operations Manager.

Accountable to:

Visitor Operations Manager

Person Specification

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

Key:

- A – Application form and covering letter
- D – Documentation (certificates)
- I – Interview