



CHESTER CATHEDRAL

Admissions & Retail Manager

Chester Cathedral will follow Christ through Discovery, Encounter and Faith

Chester Cathedral has been built by generations of people expressing their Christian faith through craftsmanship. The cathedral stands in the Benedictine tradition of hospitality and welcome. It continues to be a living and working church where diverse people can gather to worship God and out of which a faithful community seeks to offer loving service to society.

Visitors to Chester Cathedral will find at first sight a magnificent building and an awe-inspiring place filled with beauty. On second glance they may begin to appreciate some greater significance in what they see. The more opportunity people are given to discover the stories of this place at their own pace and in their own way, the more they will find.

The Cathedral is not only filled with things, however. This is a place where people gather and do some journeying in company with one another. It is easy to get lost, or feel lonely in any community. If we are to be a place of encounter then every person who visits will need to feel valued and respected. Furthermore, this is a sacred space in which there is a real sense of the Kingdom of God. Visitors who want it should find space simply to be quiet and think.

The opportunity to discover something new may lead to a first step through the doors. Encountering others who work and gather here and encountering God can follow. For some there may be a further step of faith still to be taken. Through invitation to worship, faithfulness to the Gospel and confident witness to Jesus Christ we need to help those who come to inquire about or explore Christian faith.

The Very Revd Dr Tim Stratford
Dean of Chester

Overall Purpose of the Job

- Lead, develop and motivate the Admissions and Retail team to ensure optimal people performance and staff attitude making visitors a priority every day for you and your team.
- Ensure that the retail offer at the Cathedral is appropriate, while maximising income opportunities.
- Driving improvement in the visitor experience for all visitors including congregation, tourism, event, and experience visitors.
- Developing commercial products and services.
- Maximising value (both financial and non-financial) achieved from our spaces and resources

Key things you will be responsible for

- Ensuring that visitors are welcomed, and donations are maximised.
- Ensuring that the retail offer is appropriate, new opportunities are actively sought and revenue maximised.
- Ensure that visitor experience standards and services offered to visitors are operating to a high standard.
- Ensuring that delivery of tours and experiences are to the highest standard.
- Achieving and monitoring P&L to meet or exceed agreed departmental budget KPIs. To include operating surplus, revenue, spend per head and key cost lines including labour and general expenditure.
- Develop and implement policies, standard operating procedures and safe working practices to ensure the department operates safely, securely and within current legislation and that the team follow best practice.
- Overseeing the correct use of FOH and BOH systems by both yourself and your team and ensure that any MI they produce is used to react quickly to trading performance, informs decision making and informs the team to aid future planning.
- To build your network both internally and externally to maintain a good understanding of current trends, monitor market changes, competitor activity, and anticipate future trends to ensure you are able to generate viable and successful new ideas and ensure the Cathedral are leaders within the sector.

You will

- Work in pursuit of the Cathedral's Vision, Mission and objectives; to work within its diversity and other policies and procedures and to support and promote its values.
- Be a member of the management team, attending strategic planning meetings and Cathedral governance meetings if required.
- Manage the Assistant Retail & Admissions Manager, and the team of Admissions & Retail assistants.
- Ensure that spaces used are clean, tidy and well-presented with appropriate signage and interpretation available.
- Work as part of the Duty Management Team as required.
- Complete any other reasonable duties that may be required.

Health & safety

- Be a member of the Health and Safety Committee, ensuring adherence to legislation and best practice.
- Be aware of the current health and safety and safeguarding policy and procedures.

- Ensure that areas of responsibility are kept in safe order and condition.
- Be aware of current safeguarding and GDPR 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.
- All Cathedral employees and volunteers are required to complete a basic awareness course in safeguarding.

This job description does not form part of your contract of employment.

Perform any other reasonable duties that may be required

Working Pattern:

This role is full time and evening and weekend work will be required to oversee specific events.

Remuneration:

Salary: £23,000 to £28,000 pa
 Hours: 37.5 hours per week
 Holidays: 28 days, including bank holidays
 Pension: 5% matched contribution plus additional 5% non-contributory

Evening and weekend working will be required.

Person Specification

	Essential	Desirable	How Assessed
Excellent verbal and written communication skills	✓		A/I
Good attention to detail and well organised	✓		A/I
Experience of purchasing and merchandising in a retail environment	✓		A/I
Experience of working in a tourist or cultural attraction		✓	A/I
Experience of working to tight schedules and deadlines	✓		A/I
A strategic thinker	✓		A/I
Comprehensive IT skills, including Microsoft Office and EPOS system management	✓		A/I
Work well under pressure	✓		A/I

Friendly and outgoing personality, a tolerant, flexible disposition, with a good sense of humour	✓		A/I
A team player who operates collaboratively	✓		A/I
Sympathetic towards and supports the mission and values of the Cathedral	✓		A/I
Flexible	✓		A/I
Creative and innovative approach		✓	A/I
Line management experience		✓	A/I
Project management experience		✓	A/I

Key:

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