



CHESTER  
CATHEDRAL

## Commercial Systems and Stock Coordinator

**30 to 37.5 hours per week**  
**£9.50 per hour**

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

- To ensure that back of house and front of house commercial systems are set up to deliver a great user and customer experience
- Ensure accurate ordering, receiving and processing of stock items
- Support the Retail and Admissions manager with identifying new products, liaising with suppliers as appropriate to drive the overall commercial performance
- Manage the Cathedral online shop platform ensuring that revenue is maximised
- Maximise revenue generation through, positive messaging great service, controlling costs and commitment to visitor experience
- Champion new ways of working within the team through an open mindset and positive attitude. Complete tasks and processes that deliver aspirational standards, are safe, and legally compliant

## Key Accountabilities

- Provide a warm and friendly welcome to all, ensuring that excellent customer service is demonstrated at all times
- Ensure that systems are kept accurate and updated
- Deliver 'aspirational' standards through presentation, availability and keeping the commercial areas clean and tidy. Skilled to utilise all digital tools and communication channels to do the job
- Share customer and colleague feedback to help us do things better
- Share knowledge and experience with colleagues to support others in building skill and confidence
- Own their own learning & development & proactively access digital learning solutions
- Know the weekly sales targets, priorities, appropriate promotions & selling opportunities
- Have great product knowledge to sell and recommend our products and services, including ensuring that appropriate point of sale décor is produced and in place
- Proactively engage with customers to understand their needs and make recommendations.
- Understand the Cathedral priorities and their part to play
- Complete tasks with pace and in line with Standard Operating Policies
- Follow safe and legal working practices
- Support in other areas of the Cathedral as required

## Capabilities

- Understands how Chester Cathedral operates, its vision, mission, and objectives, it's future and the role retail plays
- Committed to delivering excellent work fast with great attention to detail
- Open to and acts on feedback, asking for this regularly
- Takes accountability for planning and managing own work efficiently to ensure objectives are met
- Is curious and asks questions to challenge the status quo – ask why the commercial team does things the way it does
- Effective at communicating their intentions to others; ensures verbal and written communication is clear and simple
- A confident systems user, able to use online, Front of house and Back of house systems effectively
- In control of their own reactions and considers how to share their perspective to create better reaction for team
- Copes well with change and work challenges and recovers quickly from its impact.
- Builds positive relationships by being a good listener and getting to know people by establishing a connection

### Technical Skills/Experience

- Work to get things done right first time within timescales
  - Comprehensive knowledge of the Cathedral and the Commercial Operation
  - Good level of product knowledge and services offered across the Cathedral
  - Up to date knowledge of the commercial operation and SOP's
  - Excellent level of digital capability and use of digital tools and applications
  - Understand customer needs and spot product opportunities
  - Adapting to change
  - Awareness of product presentation expectations
  - Confidence with delivering Health & Safety policy and procedures including licencing
  - Confidence implementing the Cathedral Safeguarding Handbook
  - Contributing to Cathedral sales and cost control
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- 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.

### Working Pattern:

This role includes evening and regular weekend work.

### Remuneration:

Salary: £9.50 per hour  
Hours: This role could be 30 to 37.5 hours to suit the right candidate.  
Holidays: 28 days, including bank holidays (pro rate if part time)  
Pension: 5% matched contribution plus additional 5% non-contributory

### Application Process:

Applications must be made on the Cathedral's standard application form, which is available on the vacancies page of our website, and should be accompanied by a covering letter.

Applications should be sent to [recruitment@chestercathedral.com](mailto:recruitment@chestercathedral.com) by Wednesday 22<sup>nd</sup> September 2021. Please speak to Carolyn on 01244 500950 with any queries.