



## CHESTER CATHEDRAL

### **Sales & Events Coordinator** **30 – 37.5 hours per week** **Permanent**

#### **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**

- To assist the Sales Manager in maximising hospitality, event and venue hire income and profit for Chester Cathedral while supporting the mission of the Cathedral
- Supporting the Sales Manager to develop new business through a proactive and reactive sales approach
- Driving improvement in the event experience both for day visitors and hospitality attendees
- Developing commercial products and services including hospitality, venue sales and large scale events
- Maximising value (both financial and non-financial) achieved from our spaces and resources
- To deputise for the Sales Manager as required
- Providing administrative support to the organisation

#### **Key things you will be responsible for**

##### **Sales**

- Delivering show rounds of the Cathedral spaces to corporate, travel and personal clients
- Producing quotes in a timely and professional manner, managing these with follow ups as required
- Working to sales budgets, targets and KPI's, tracking sales pipeline
- Actively seeking new sales opportunities
- Supporting with the organisation and delivery of showcase events
- Owning the relationship with travel and group operators to ensure that income is maximised

##### **Events**

- Being the point of contact for the client, and the liaison between the Cathedral and event organisers in the run up to and on the day of events

- Ensuring that event set up is delivered to the highest standard
- Coordinate the planning of events within the Cathedral
- Working with the Precentors office in the planning of services as required
- Working with external clients and all departments in the Cathedral to ensure that all special events and services are delivered efficiently and to the required standards
- Taking a lead role in the delivery of events as required
- Setting up, attending, and leading planning meetings for events and services as required

### General

- Providing administrative support to the organisation, including being the first point of contact for phone or email enquiries
- Preparing client communications
- Demonstrating confidence in space planning and allocation, ensuring that the use of the Cathedral spaces is maximised
- Leading meetings to provide updates on upcoming events and bookings to the wider team.
- Playing a lead role in Box Office management including seating plans

### 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 confident and knowledgeable able to communicate confidently with clients, potential clients and internal stakeholders
- Develop strong internal and external relationships
- Manage relationships with new and existing clients, tour operators and travel partners
- Be confident networking with other industry professionals and contacts
- Be as comfortable with the office-based side of the role, as the physical side which includes event set ups, and client liaison
- Perform any other reasonable duties that may be required

### Health & safety

- Be aware of the current health and safety 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.

### Working Pattern:

Full or part-time hours are available on a rota basis. Evening and weekend work will be required.

### Remuneration:

Salary: £18,500 to £21,500 negotiable on experience (pro-rata for part-time).  
 Hours: 30 - 37.5 hours per week (flexibility to suit the successful applicant)  
 Holidays: 28 days, including bank holidays  
 Pension: 5% matched contribution plus additional 5% non-contributory

## Person Specification

	Essential	Desirable
Excellent verbal and written communication skills	✓	
Successful track record of business development and pro-active sales, with a broad approach in directly managing client needs and effectively communicating those requirements to the operation.	✓	
Good attention to detail and well organised	✓	
Willingness to be flexible and work to tight deadlines	✓	
Comprehensive IT skills, including Microsoft Office	✓	
Work well under pressure	✓	
Friendly and outgoing personality, a tolerant, flexible disposition, with a good sense of humour	✓	
A team player who operates collaboratively	✓	
Sympathetic towards and supports the mission and values of the Cathedral	✓	
Experience of working at a busy heritage site or tourist attraction		✓
Experience of box office software		✓
Experience of managing events		✓
Enthusiasm to work in a growing institution and a willingness to develop new skills	✓	
Experience working with a ticketing system & CRM		✓
Experience working with the travel trade		✓

**Please apply with your completed application form (available from the vacancies page of the cathedral website) and covering letter to:**

**Recruitment, 9 Abbey Square, Chester CH1 2HU or [recruitment@chestercathedral.com](mailto:recruitment@chestercathedral.com)**

**To enable the selection panel to fully assess an applicant's skills and previous experience it is essential that the application or the accompanying letter address the specific categories above.**

**Applications will be reviewed as they arrive.**