



CHESTER
CATHEDRAL

Admissions and Retail Assistant Weekends & Holidays Casual / Part Time Position

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 deliver a great Admissions & Retail Experience for their customers, putting visitors before task every time.
- Maximise revenue generation through active selling, positive messaging great service, controlling costs and commitment to visitor experience.
- Champion new ways of working within A&R 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 each visitor is proactively encouraged to donate.
- Sell and guide Cathedral at Height tours.
- Deliver 'aspirational' standards through presentation standards, availability and keeping the A&R 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 and 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.
- 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 SOPs.
- Follow safe and legal working practices.
- Support in other areas of the Cathedral as required.

Capabilities

- Understands how Chester Cathedral operates, it's vision, mission, and objectives, it's future and the role they play.
- 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 A&R team does things the way it does things.
- Effective at communicating their intentions to others; ensures verbal and written communication is clear and simple.
- A confident systems user, able to use FOH and BOH 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 A&R Operation.
- Good level of product knowledge and services offered across the Cathedral.
- Up to date knowledge of the commercial operation and SOP's.

- Good level of digital capability and use of digital tools and applications.
 - Understand customer needs and spot selling 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.
- 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 is a casual position, which will mainly be required to work weekends and evenings, along with hours during holiday periods.

Remuneration:

Salary: Real Living Wage – Currently £9.50 per hour.
 Hours: Casual / Part time basis
 Holidays: 28 days, including bank holidays (pro rata)
 Pension: 5% matched contribution plus additional 5% non-contributory