



Assistant Admissions and Retail Manager

Are you looking for a varied role where you can progress your career whilst showcasing your passion for customer service and ability to motivate and lead a team? This is an amazing opportunity to be part of a historic visitor attraction that has a vibrant community of worship, an ancient abbey, and is an architectural treasure.

During your initial 12 to 15 months at Chester Cathedral, you will take on the role of Admissions and Retail Manager to cover maternity leave, following this you will continue in the role of Assistant Admissions and Retail Manager.

Chester Cathedral – a space for everyone

Founded as a Benedictine Abbey in 1092, Chester Cathedral has a rich history and a diverse and exciting future. The Cathedral is a living community of prayer and worship, and a centre of excellence in Church Music with a rich and fascinating heritage, and visitors will find a magnificent building and an awe-inspiring place filled with beauty.

We are the largest venue in the city of Chester for performances, events and exhibitions which we host throughout the year, and from our award-winning tours to our beautiful gift shop with a carefully curated, eco-conscious collection of gifts, books and homeware – our aim is to provide each and every visitor with an unforgettable experience.

The Role – Assistant Admissions and Retail Manager

As the Assistant Admissions and Retail Manager, you will lead, develop and motivate the Admissions and Retail Team, bringing the best out of them and enabling them to deliver the highest level of service to our guests, whilst ensuring that the Cathedral is maximising income opportunities through our retail offering.

Your duties will include, although will not be limited to:

- Ensuring visitors are welcomed, donations are maximised, and that tours and experiences are delivered to the highest standard
- Ensuring that our retail offering is appropriate, and that new opportunities are actively sought
- Driving improvement in the visitor experience for all visitors including congregation, tourism, event, and experience visitors
- Developing commercial products and services, and maximising value (both financial and non-financial) achieved from our spaces and resources
- Overseeing the correct use of systems by the whole team to ensure that accurate Management Information is available to enable the Cathedral to react quickly to trading performance
- Achieving and monitoring departmental KPIs
- Developing and implementing policies, standard operating procedures and safe working practices
- Being aware of current safeguarding policies and procedures and be vigilant in their application

Our Requirements - Assistant Admissions and Retail Manager

- Experience in a retail environment at team leader or supervisory or managerial level
- Experience of purchasing and merchandising
- Supportive of the Cathedral's mission and values
- Excellent verbal and written communication skills
- IT literate with good working knowledge of Microsoft Office and experience of using EPOS systems
- Excellent organisation skills, with a high level of attention to detail
- A passion for delivering a great customer experience and willing to go out of your way to do so
- Ability to remain calm and efficient under pressure

The Package

As the Assistant Admissions and Retail Manager, you will benefit from:

- A salary in the region of £22,000 to £24,000, negotiable on experience, plus an additional £1,000 during the first year in the maternity cover role of Admissions and Retail Manager
- Generous enhanced pension scheme (5% matched contribution plus additional 5% non-contributory)
- Permanent contract

You'll be working 37.5 hours per week. Our opening hours to the public that need to be covered on a rota are: 10am to 6pm Monday to Saturday, and 10am to 5pm Sunday. You'll be working approximately every other weekend, and please note that due to the nature of the business evenings and weekend work will be required to oversee events, including bank holidays.

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