

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 time
- 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 £9.90 per hour.
 Hours: Casual / Part time basis
 Holidays: 28 days, including bank holidays (pro rata)
 Pension: 5% matched contribution plus additional 5% non-contributory

To apply:

Please send a completed standard application form to recruitment@chestercathedral.com. These are available to download from the vacancies section of our website.