



**Truro
Cathedral**
sacred space, common ground

**Hospitality & Retail Team
Leader**



Our Vision, Ambition and Values

Vision

Our vision for Truro Cathedral is to create **Sacred Space** in which the holiness of God is encountered in an open and inclusive way and **Common Ground** where issues shared by the whole of humanity can be explored.

Ambition

Inspired by the Gospel of Jesus Christ, we work to build a welcoming, inclusive and engaging environment that, through the delivery of a diverse and inspiring programme of worship, events, educational activities and community outreach, fulfils and spiritually enriches all who experience Truro Cathedral.

Values

Love & Unity

We care for one another with compassion and kindness and our work is embedded in a spirit of love and cooperation as we come together to succeed in our mission for the cathedral.

Dignity & Respect

We respect others and value diversity, embracing our similarities and differences with gentleness, self-control and a willingness to learn. We welcome expressions of spirituality, respecting and valuing those with different faiths or no faith.

Accountability & Integrity

We act with honesty, openness and integrity in everything we do. We use the resources entrusted to us wisely and effectively with transparency and accountability. We demand high standards of professionalism from ourselves every day, always striving to deliver excellence in our work.

Creativity & Courage

We are bold and challenge ourselves and others to question the norm. We explore new options and take intelligent risks, confident that we do so in a supportive environment. Committed to continual development, we embrace change and nurture personal growth.

Function Description

Function Title	Hospitality & Retail Team Leader x 2
Hours of Work	25 hours per week, Monday-Saturday This role will include weekend work
Line manager	Chief Operating Officer (COO)
Salary	£15.38ph £19,994pa (FTE £28,000)

Overview and general duties


This is a hands-on, operational role working under the direction of the COO, the Hospitality & Retail Team Leaders will be responsible for the day-to-day smooth and profitable running of the Chapter House.

The Chapter House is being revived, having formerly been a restaurant some years ago. It is being relaunched amid much anticipation as a multi-use space which includes a café, shop and exhibition area. The space will also be developed as a small events venue to supplement its daytime core operation.

The team leaders will assist the COO to develop and implement hospitality and retail strategy in line with the cathedral's values and vision. They will also ensure customer satisfaction and the highest standards in food quality, sustainability and customer experience. The post-holders will primarily supervise a team of volunteers, supported by employed team members from time to time.

Key Duties and Responsibilities

1. To ensure the effective, efficient and profitable operation of the Chapter House function to maximise profits.
2. To act as a role model to the Hospitality & Retail volunteers, always demonstrating best practice.
3. Provide a warm and inclusive welcome to visitors and ensure that this is delivered consistently by the team.
4. Work with and under the direction of the COO to develop and implement strategy, support new initiatives and income streams in line with the cathedral vision, values and brand.
5. Responsible for the day-to-day management of the Chapter House and ensuring that it is always clean and well presented.
6. Ensure compliance with safeguarding, licensing, food hygiene and health and safety legislation and all cathedral procedures.
7. Supervision and motivation of volunteers, including rota management.
8. Provide a front-of-house function and act as the first point of call for in-person customer feedback and complaints.

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9. Work with the volunteer manager & HR administrator to safely recruit, onboard and train volunteers.
 10. Work with customers and suppliers to create suitable, profitable, sustainable and seasonal menu options.
 11. Responsible for cash handling activity, including till reconciliation and preparation of floats.
 12. Responsible for ordering stock, checking invoices and building positive relationships with suppliers.
 13. Responsible for stock control, including regular stock takes.
 14. Work under the direction of the COO to develop retail merchandising and promotion of seasonal retail products.
 15. Deliver the Chapter House in line with agreed objectives and KPI's, promote upselling and cross-promotion.
 16. Responsible for Chapter House security.
 17. Ensure a safe environment, ensuring compliance with health and safety legislation within the Chapter House.
 18. Manage the EPoS system and any back-office systems, providing regular training and reviews with the catering team to ensure their efficient and accurate use.
 19. Work with other cathedral departments to further enhance the cathedral visitor experience.

General

- Attend and participate in training courses as directed.
- Always maintain confidentiality.
- Uphold the cathedral's values.
- Adhere to Truro Cathedral's policies and procedures.
- Other duties as are necessary for the smooth running of the organisation.
- This role description will be subject to regular review and amended to meet the changing needs of the cathedral.

Person Specification

Executive Assistant to the Dean

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications and training	Intermediate food hygiene certification. Educated to GCSE C+ standard in English and Maths or equivalent.	A Level standard education or equivalent.
Job knowledge & experience	2 years' experience in café/shop management on a similar scale Management of health & safety and food safety Management, programming and general use of EPoS systems Proven track record of developing a team Working knowledge of MS Word, Excel & Outlook	Experience working in a visitor attraction and/or heritage environment. Experience in supervising volunteers
Job skills	Excellent communicator, good command of the English language and able to communicate warmly with a passion for people Excellent interpersonal skills, able to build trust, delegate, motivate and lead by example Organised, able to work on own initiative, multi-task, and work well under pressure	
Personal attributes	Reliable and honest Flexible, calm, professional, mature and confident Self-reliant and self-motivated, a hands-on manager Presentable, smart and professional	

	Reasonable level of fitness to cope with the physical aspects of the role. The role will require some long periods of standing.	
General	<p>To be in sympathy with the cathedral's Christian mission and values.</p> <p>To act with integrity and honesty.</p> <p>To offer high-quality customer service to all colleagues and visitors</p>	

Terms & Conditions

Function Title	Hospitality Supervisor
Contract	Permanent
Salary	£15.38ph £19,994pa (FTE £28,000)
Hours of work	Typically between 09.30 – 15.30
Holiday	25 days per year pro rata
Line Manager	Chief Operating Officer
Place of work	Truro Cathedral
Smoking	The cathedral operates a no-smoking policy.
Health & Safety	All staff are required to follow the policies and procedures set out in the team handbook.
Equal Opportunities	Truro Cathedral operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origin, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies to all we do, including our campaigns and employment practices, membership of committees, all stages of recruitment or selection processes, working practices, conditions of work, and allocation of resources.
Safeguarding	<p>Safeguarding – Everyone Matters – Everyone’s Responsibility</p> <p>Truro Cathedral strives to be trauma-informed and is committed to developing safer policies, cultures and practices. Truro Cathedral’s safeguarding policy provides a framework to promote the welfare and protection of children and vulnerable adults. It is available at www.trurocathedral.org.uk or in the company documents area of BreatheHR.</p> <p>Training: The postholder will be expected to attend safeguarding training up to ‘Basic Awareness, ‘Foundations’ or ‘Leadership’ level, dependent on the post applied for. This will be arranged by the cathedral and may be required before a start date can be agreed.</p>