



Truro Cathedral

sacred space, common ground

Shop & Guide Sales Assistant

Closing date: 12 midday on 29th July 2019

Interview date: 5th August 2019

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. We want to do this because people are at the heart of the Cathedral. We care for them, want to share our faith and values with them, want to listen and learn from them to enable mutual understanding and enrichment.

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.

Stewardship & Preservation

We are guardians of the Cathedral and cherish its heritage and traditions. We protect, conserve and develop the beauty of the building, its history, fabric and contents. Through stewardship and education, we constantly aim to inspire successive generations to do the same.

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.

Job Description

Job Title	Shop & Guide Sales Assistants
Hours of Work	Part time (two positions, 18 hours and 10 hours minimum per week) flexible, depending on season, to include weekend work
Salary	£8.25 ph
Line manager	Retail manager
Direct reports	None

Division of work between Shop and Guide sales

Two positions are being offered, one will be predominately working in the shop (10 hours per week over two days), and the other will mainly involve selling guides and visitor welcome on the cathedral floor (18 hours over three days). The applicants will be expected to be flexible enough to change duties between the two roles if required on occasion.

Key duties and responsibilities:

- Work with the Retail Manager and other staff to ensure a welcoming environment for visitors to the cathedral and the cathedral shop.
- Assist in the smooth running of the cathedral shop, supporting retail sales including operation of the shop epos system, handling cash, control of stock and maintaining a clean, safe and pleasant environment.
- To actively sell the cathedral guidebook and welcome visitors to the cathedral, providing information and directions to visitors as required.
- Deliver the highest standard of customer service to maximise sales potential.
- Promote the cathedral guided tours programme to the general public through the course of duties if the opportunity arises.
- Work with and support shop and cathedral stewards volunteers.

General

1. Attend and participate in training courses as directed.
2. Maintain confidentiality at all times.
3. Take a positive and active part in the cathedral's annual appraisal/review system.
4. Uphold the cathedral's values.
5. Adhere to Truro Cathedral's policies and procedures.
6. Other duties as are necessary for the smooth running of the business.
7. This job description will be subject to regular review and amended to meet the changing needs of the Cathedral.

Person Specification

Shop & Guide Sales Assistants

Attributes	Essential	Desirable
Job Knowledge & Experience	Sales experience in direct selling. On a one to one basis.	
	Experience of providing excellent customer service	
	Comfortable with handling cash.	
	An ability to work within general health and safety parameters.	Experience of working with volunteers
Job Skills	Excellent social and communication skills with the ability to deal with people from all walks of life	
	Ability to work on own initiative but also be an effective team member	
	The ability to perform tasks accurately with attention to detail	
Education & qualifications	Educated to GCSE standard or equivalent	Hold or be prepared to train for relevant First Aid, Fire safety
Personal attributes	Empathy with the vision and ambition of the Cathedral and a willingness to uphold our Values.	
	Reliable and trustworthy	
	Calm and controlled in a crisis	
	Ability to work with minimum supervision	
	Reasonable level of fitness to cope with the physical aspects of the role, to include long periods of standing.	
	Flexible in approach to work with a willingness to take on a range of duties including practical 'hands on' work if required.	
	A positive attitude to opportunities and challenges and a good sense of humour	

Terms & Conditions

Job Title	Shop & Guide Sales Assistants
Contract	Permanent
Salary	£8.25 ph
Hours of Work	Flexible depending on season, (minimum 18 hours per week for guide sales and 10 hours per week for shop assistant) including some weekend work.
Holiday	Full time equivalent 25 days per year
Line manager	Retail Manager
Place of work	Cathedral floor and cathedral shop
Probation	The post will be subject to a three month probationary period, during which time, either party may give the other one weeks written notice
Pension	After successful completion of six month probation period staff are eligible to join the Church Workers Pension Scheme (contributory employer 6%, employee 3%)
Smoking	The Cathedral operates a no smoking policy
Health & Safety	<p>All staff are required to follow the policies and procedures set out in the employee handbook.</p> <p>The successful applicant must be able to lift, manual handle loads up to 20kgs, use step stools and manage stairs.</p>
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 origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies in 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	It is necessary for the post-holder to complete the national safeguarding awareness course (C0) on-line training