



CHESTER
CATHEDRAL

ASSISTANT RETAIL MANAGER FULL-TIME

Overall Purpose of the Job

To support the Retail Manager in delivering an exceptional retail operation within the historic buildings of Chester Cathedral, by managing the day-to-day running of the shop and online store. This includes supervising staff and volunteers, creating and maintaining rotas, ensuring high standards of customer service and presentation, adapting to seasonal audiences, and supporting stock and sales performance.

The role involves identifying opportunities to improve the retail offer, negotiating with suppliers to ensure value and variety, and implementing effective systems for ordering, stock control, and compliance. The post holder will work flexibly across 5 out of 7 days, including some weekends, ensuring the retail team is well-supported and performance is consistently strong.

Key Accountabilities

- Manage the smooth running of the Cathedral shop and online store, ensuring efficient systems, strong visual standards, and a welcoming atmosphere
- Lead by example in providing a warm, professional customer experience that reflects the Cathedral's values and encourages repeat visits and positive word of mouth
- Schedule and supervise staff and volunteers, providing clear communication, ongoing support, and training to maintain high service standards
- Maintain accurate stock levels, manage ordering, receiving, and display of products, and carry out regular stocktakes to minimise loss and ensure availability
- Work with the Retail Manager to plan and implement seasonal promotions, visual displays, and product campaigns to boost sales
- Monitor sales data to identify opportunities for growth, reduce costs where possible, and support decisions that maximise revenue and profit margins
- Build relationships with suppliers, negotiate pricing and terms, and recommend new product lines aligned with customer interests and the Cathedral's identity

Capabilities

- Be able to demonstrate the Cathedral's values of Love, Grace and Welcome
- Be committed to delivering excellent work in a fast-paced environment with great attention to detail
- Open to and able to act on feedback, asking for this regularly
- Work proactively, planning and managing your own work efficiently to ensure objectives are met
- Foster a culture of curiosity rooted in Love, Grace and Welcome, by respectfully challenging the status quo and seeking to understand the rationale behind existing processes and practices, as a means to encourage continuous improvement.

Technical Skills/Experience

- Experience as a line manager/Assistant line manager in a retail environment is essential
- Be confident using till, stock and online retail systems
- Visual merchandising experience would be an advantage

Training & development

- You 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 and Action Counter Terrorism training

This job description does not form part of your contract of employment.

Culture:

Chester Cathedral is a place for everyone, and we are always aiming higher, aspiring to welcome and be representative of the community in which we sit at the heart. We are building a culture which embeds Love, Grace and Welcome, and an organisation in which people are engaged and empowered to enable the Cathedral to develop and evolve.

Chester Cathedral is committed to equality, diversity and inclusion for all its staff and volunteers. We are explicitly inclusive of all gender, race, sexual orientation, gender identity, religion or disability.

Working Pattern:

This role is a full-time position, which will be require weekend work and occasional evenings, along with hours during holiday periods.

Remuneration:

Salary:	£26,000 per year
Hours:	37.5 hours per week
Holidays:	28 days, including bank holidays
Pension:	5% matched contribution plus additional 5% non contributory