



CHESTER  
CATHEDRAL

## COMMERCIAL SYSTEMS AND STOCK COORDINATOR FULL-TIME

### Overall Purpose of the Job

- To provide a good experience for customers, providing retail assistance as required.
- To ensure that back of house and front of house commercial systems are set up to deliver accurate financial records.
- Ensure accurate ordering, receiving and processing of stock items.
- Support the Retail and Admissions Manager with identifying new products, liaising with suppliers as appropriate to drive overall commercial performance
- Oversee the Cathedral online shop platform (Shopify) ensuring that revenue is maximised.
- Champion new ways of working within the team 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 times.
- Ensure that systems are kept accurate and updated, with great attention to detail.
- A strong desire to deliver 'aspirational' standards through presentation, availability and keeping commercial areas clean and tidy.
- Be skilled in utilising digital tools and communication channels to improve performance.
- Share customer and colleague feedback to help us do things better.
- Share knowledge and experience with colleagues to support others in building skills and confidence.
- Own your 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, including ensuring that appropriate point of sale décor is produced and in place.
- Proactively engage with customers to understand their needs and make recommendations.
- Understand Cathedral priorities and the part you play in relation to them.
- Complete tasks with pace and in line with SOPs, supporting with the creation of SOP's to help others.
- Follow safe and legal working practices.
- Support in other areas of the Cathedral as required.

## Capabilities

- Able to understand how Chester Cathedral operates - its vision, mission, and objectives and look to the future and the role you play.
- Committed to delivering excellent work in a fast-paced environment with great attention to detail.
- Open to and able to acts on feedback, asking for this regularly.
- Takes accountability for planning and managing their own work efficiently to ensure objectives are met.
- Is curious and willing to ask questions that challenge the status quo – able to ask why the commercial team does things the way it does things.
- In control of their own reactions and considerate of how to share their perspectives with the team.
- Able to cope well with change and work challenges and to recover quickly from setbacks.
- Able to build positive relationships and establish connections by being a good listener and getting to know people.

## Technical Skills/Experience

- Effective at communicating their intentions to others; ensures verbal and written communication is clear and simple.
- A confident systems user, able to use online front of house and back of house systems effectively.
- Visual merchandising experience would be preferred.

## 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 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 required to work occasional weekends and evenings, along with hours during holiday periods.

## Remuneration:

Salary:	£23,400 per year (rising to £24,570 from April 2025)
Hours:	37.5 hours per week
Holidays:	28 days, including bank holidays
Pension:	5% matched contribution plus additional 5% non contributory

**Application process:**

Applications should be made on our vacancies portal, found on our website. The closing date for applications is the 26<sup>th</sup> March 2025. Please contact Carolyn at [recruitment@chestercathedral.com](mailto:recruitment@chestercathedral.com) for more information.