



CHESTER  
CATHEDRAL

## VISITOR WELCOME ASSISTANT PART-TIME (30 HOURS PER WEEK)

### Overall Purpose of the Job

Our Visitor Welcome Assistants are a vital part of creating memorable visitor experiences in one of the UK's most iconic historic sites. This dynamic role, combines delivering engaging Tower Tours, welcoming visitors with outstanding customer service, and actively supporting the Cathedral through confident donation requests and sales. If you enjoy working in a vibrant environment, engaging with diverse groups, and contributing to a landmark's success, this role offers the perfect blend of interaction, responsibility, and teamwork.

### Key Accountabilities

- Provide a warm, gracious, and professional welcome, delivering a great visitor experience with excellent customer service at all times.
- Deliver engaging tours, including Tower Tours, confidently managing groups through confined spaces and over 200 steps, using storytelling to enrich visitor understanding.
- Maximise revenue through confident asking for donations, ticket sales, ensuring positive and meaningful visitor interactions.
- Operate tills, handle cash transactions accurately, and complete cashing up procedures at the end of shifts.
- Use digital tools effectively to support admissions, sales, and visitor engagement.
- Understand and balance commercial goals with delivering a memorable visitor experience.
- Follow safe and legal working practices, including adherence to safeguarding policies to protect visitors and colleagues.
- Support event delivery and assist other Cathedral areas as needed.
- Act with a strong, composed character, maintaining professionalism and patience when dealing with challenging or difficult situations, including managing and de-escalating conflict if necessary.
- Carry out first aid duties as required, ensuring visitor and colleague safety.

## Capabilities

- Gracious, resilient, and professional, with a strong character; able to remain calm, composed, and confident when handling challenging situations, always maintaining a positive visitor experience.
- Reliable, detail-oriented, and quick to learn new skills.
- Open to feedback and takes accountability for planning and managing own work efficiently.
- Physically fit to lead tours involving climbing stairs and navigating confined spaces safely.
- Skilled storyteller, able to engage visitors and enhance their experience.
- Confident in asking for donations and promoting products with genuine enthusiasm.
- Committed to safeguarding, able to identify and report concerns promptly to ensure a safe environment.
- Trained and willing to undertake first aid duties (Training can be provided).
- Understands the balance between commercial targets and providing exceptional visitor care.

## 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 part-time position of 30 hours each week, which will be require weekend work and some evenings, along with hours during holiday periods.

## Remuneration:

Salary:	£12.60 per hour
Hours:	30 hours per week
Holidays:	22.5 days, including bank holidays
Pension:	5% matched contribution plus additional 5% non contributory

**Training requirements:**

- Safeguarding Basic Awareness
- ACT
- First Aid
- GDPR
- Sexual harassment
- Culture, diversity and equality
- Manual handling
- Health and safety training
- Alcohol training?
- Fire training