



Overall purpose of the Job

This role will require regular evening and weekend work

- Greet all Cathedral visitors in a friendly and welcoming manner
- Drive engagement with the Cathedral's visitor survey
- Provide visitors with general guidance and information about services, events, exhibitions, and activities taking place within the Cathedral
- Confidently encourage visitor donations and Gift Aid participation in a positive, engaging, and sensitive manner
- Support the Cathedral in achieving visitor engagement and donation targets.
- Deliver public speaking to individuals and groups in a clear and confident manner
- Provide tower tours and visitor talks, following appropriate training
- Handle cash and card transactions accurately and responsibly
- Carry out daily banking and reconciliation procedures in line with the Cathedral financial processes
- Support the delivery and operation of exhibitions, including assisting with set-up and de-rig, monitoring exhibition areas, engaging with visitors, answering questions, and helping ensure exhibitions are presented to a high standard

The ideal candidate will be able to demonstrate

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- Flexible and adaptable approach to work, including willingness to work pre-planned evenings, weekends, and other unsociable hours as required
- Ability to quickly develop a good understanding of Cathedral procedures and the operation of services and events within the Cathedral

Supervision and support can be offered to those in their early career who are wanting to learn and develop their skills, or this could be an interesting and fulfilling role for those looking for a change in their career path

Training and Safeguarding

You will be willing to:

- Participate in all relevant training offered by the Cathedral and remain up to date with best practice and new initiatives
- Complete all required safeguarding training
- Complete all required Health & Safety training
- Attend training courses and meetings as required, staying informed of legislative changes and opportunities for personal development
- All employees and volunteers must complete basic safeguarding and Action Counter Terrorism training

Culture

Chester Cathedral is a place for everyone. We aspire to welcome and reflect the diverse community we serve, building a culture rooted in **Love, Grace, and Welcome**. We aim to create an environment where staff are empowered, engaged, and able to contribute to the Cathedral's growth and evolution.

We are committed to **equality, diversity, and inclusion** for all staff and volunteers. We celebrate difference and encourage everyone to be themselves at work.

The safety and care of all who come into contact with the Cathedral is central to our values. The protection of young people and adults at risk is integral to everything we do and is a priority for all roles within the Cathedral.

We follow safer recruitment practices. All staff and volunteers must complete mandatory safeguarding training, with enhanced DBS checks required for those working with children and/or adults at risk.

Working Pattern

This is a **part time** role.

Hours: 11.25 hours per week, including regular evening and weekend work

Please note that this role will require an enhanced DBS check

Remuneration

- **Salary:** £13.45 per hour
- **Holidays:** 28 days including bank holidays (pro rata for part time)
- **Pension:** 5% matched contribution plus an additional 5% non-contributory

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