

## Job Description – June 2019

<b>Job Title:</b>	Sales Assistant	<b>Grade:</b> A
<b>Department:</b>	Commercial Services	
<b>Reporting to:</b>	Floor Manager	
<b>Head of Department:</b>	Head of Commercial Services	

### Introduction to working at St Paul's Cathedral

St Paul's draws together a very diverse set of activities, projections and aspirations. It is the Cathedral of the Diocese of London and the seat of its Bishop, a national church and an international spiritual focus, a space for worship and holiness, a place of debate and challenge, an icon of resilience in the face of adversity, an architectural heritage centre, a partner in the City of London, and a commercial enterprise. In addition to holding four services every day (five on Sundays), St Paul's is open for sight-seeing six days a week, and in 2018 welcomed over 850,000 paying visitors.

### Our Mission Statement

St Paul's Cathedral seeks to enable people in all their diversity to encounter the transforming presence of God in Jesus Christ.

### Our Vision

- St Paul's is seen primarily as a living Christian Church
- We will be a centre for welcome, worship and learning, and though our care and imagination, will inspire successive generations to engage with the richness of the Christian faith and its heritage.
- Working with the Bishop and Diocese of London and the wider Church, we will be a spiritual focus for people across London, the nation and a broader international audience.
- Our work will promote dignity and justice for everyone.

### Our Values

**Welcome** – we all offer a warm inclusive welcome to everyone: our colleagues, volunteers and each and every visitor

**Responsible** – we are all responsible for each other and for part of the whole of the Cathedral’s work, not the whole of a part

**Effective** – we are professional and do what we say we are going to do

**Nourish** – we have a learning culture, not a blame culture

### **Purpose of the Job**

The purpose of the job is to deliver exceptional customer service as a Sales Assistant and operating in a safe and secure manner in all day-to-day running, following best practice and the relevant Cathedral procedures and policies. This involves working as part of the team supporting the commercial enterprise of the Cathedral on achieving the agreed budgets and Key Performance Indicators for the shop. The Canon Treasurer is the Chapter member with responsibility for this area of work.

### **Main Duties:**

1. To serve our customers and provide exceptional customer care and assistance/information to shop customers and all of our visitors being part of providing fantastic memories of St Paul’s Cathedral to our visitors;
2. To assist in the day to day operational activities of the Cathedral shop in a manner reflecting the surroundings and supportive of the Cathedral’s Vision and Values;
3. To operate in a safe and secure manner in all day to day running operations of the shop following best practice and Cathedral procedures and policies such as Health and Safety/Manual Handling, Fire and Security, Cash Handling, Safeguarding etc.
4. To apply product knowledge in order to assist customers and maximise sales;
5. To operate the EPoS system in an efficient manner, both tills and back office where needed;
6. To be responsible for cash handling accuracy and credit card payments;
7. To highlight stock shortages, and ensure sections are fully maintained and cleaned to an exceptionally high standard with clear merchandising;
8. To deal with stock deliveries, accurate pricing and barcoding, returns and general stock room organisation;
9. To think about and be aware of any suspected suspicious activity and behaviour within the shop and wider Cathedral area and follow agreed procedures;
10. As part of the team, to work towards achieving and exceeding the agreed Budgets and Key Performance Indicators.
11. Any other appropriate duties that the line manager, senior management or Chapter may request from time-to-time.

*The job description is an operational document that does not form part of your contract of employment. It may be that from time to time you are expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of your duties. St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.*

## Person Specification

### Essential

- A passion for working with the public is paramount with excellent welcome and customer service skills, ideally gained in a visitor-facing role in a busy environment
- Experience in retail, ideally of a similar type and scale
- A friendly, helpful disposition and the ability to deal appropriately with people in all walks of life
- Good communication skills in English, written and spoken
- Experience in cash handling and computerised till operations; able to demonstrate efficiency and accuracy
- Willingness to solve problems and in particular the ability to troubleshoot till equipment issues
- A calm disposition, team working skills and the robustness to deal with some situations
- High standards of personal appearance and behaviour appropriate to a major place of worship
- Interest in our product range and willingness to engage with customers and identify appropriate opportunities for up-selling
- Pride in a clean, orderly and presentable shop environment, taking a share of cleaning and ensuring first class product presentation
- Complete honesty and integrity deal with cash handling and stock control.
- Able to carry out the physical aspects of the job - operating the till, cleaning, engaging with customers on the shop floor, product display and presentation, share of cleaning and lifting etc.

### Desirable

- Advanced skills in a language other than English that has significant representation among visitors to the Cathedral

The successful candidate will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.

Applicants must have the right to work in the UK.

## TERMS OF EMPLOYMENT

Salary: £20,865 per annum FTE (pro rata £12,519 per annum based on 21 hours per week average) on an incremental scale rising with training and experience over three years.

Hours of Work: The contract is based on an Annualised Hours system and hours of work are as set out in the Annualised Hours Rota. The shifts are generally from 8.30 am to 5.15 pm Monday to Saturday and 9.45

am to 4.15 pm on Sundays. Days rostered may be any day of the week, including Bank Holidays. An unpaid lunch break of one hour is provided, rest days will vary according to the rota and a certain number of Evening events will be included in the roster. A full time contract is for 1,826.3 hours per year, which represents an average 35 hours per week over the year. This part time role is for 1,092 hours per year, which represents an average 21 hours per week over the year.

Holiday:	25 working days per year plus 8 statutory holidays (pro rata for part-time working).
Pension:	The Cathedral has a Group Personal Pension Scheme, with employer and employee contributions.
Life Assurance	A Life Cover scheme is in operation.
Probationary period	Three months

In order to apply, please visit [www.cofepathways.org](http://www.cofepathways.org)

The closing date for applications is 23<sup>rd</sup> June 2019.

Interviews will take place on 2<sup>nd</sup> July 2019.