



# RIPON CATHEDRAL

## RIPON CATHEDRAL JOB DESCRIPTION: Cathedral Shop Retail Assistant

Job Title:	Retail Assistant	Location:	Ripon
Contract Type:	Permanent		
Reporting to:	Shop Manager	Salary:	£22,222 pro rata (£6,788)
Hours of work:	Annualised hours contract for 556 hours a year to include Sundays and 1 other day (flexible)	Holidays:	28 days plus bank holidays pro rata

### VISION AND STRATEGY

Our vision is called 'Growing God's Kingdom.' Inspired by Christ's desire for everyone to enjoy life in its fulness, we seek to continue his work of changing the world into his kingdom. A mother church of the Diocese of Leeds, we are here for people of all faiths and none. Our strategic plan has five broad strands:

- Growing the worshipping community
- Being a mother church for the Diocese of Leeds
- Promoting, developing and conserving our spiritual and built heritage
- Responding to human need in loving service
- Carbon net zero – striving to safeguard the integrity of creation

We support and share the Diocese of Leeds values of Loving, Living and Learning. We aim to:

- Love God, the world and one another
- Live in the world as it is, but drawn by a vision of something better, we want to help individuals and communities flourish
- Learn when we get things wrong, by listening and growing together.

### PURPOSE AND CONTEXT

The cathedral shop is a key part of the visitor experience we offer to all who visit the cathedral, as well as providing an essential income stream. This role sits within the small and friendly shop team. The Retail Assistant will provide first class customer welcome and care, help maximise sales, and assist with the full range of duties in the shop, from stock control and sales, to sourcing new lines, display of

merchandise and cleaning of the shop. Working with other staff and volunteers, flexibility is essential to ensure that holiday cover is provided within the team.

The person appointed will be employed by the Cathedral Chapter, and will be line managed by the Shop Manager.

## **MAIN DUTIES AND RESPONSIBILITIES**

- To welcome customers and provide an exceptional customer service at all times
- To be an enthusiastic and effective member of the retail sales team, actively selling merchandise to customers
- Process sales through the till and ensure accurate completion of end-of-day procedures including cashing up
- To have a high level of product knowledge, and a good general knowledge of the cathedral and be able to talk about merchandise to customers
- Offer help and advice to customers when it is judged they would welcome assistance
- To work as a seamless part of the overall cathedral team, maintaining awareness of what is happening in the cathedral and assisting visitors whenever possible
- Display stock to high visual merchandising standards, maintaining levels of stock
- To ensure that the shop and its stock are tidy and clean at all times
- To assist with deliveries, stock control, stock counts and storage
- To be vigilant and help minimise stock losses through theft or damage
- Respond to and process orders received by telephone, mail or online systems
- To work according to all other Cathedral policies and procedures in place.
- Any other reasonable duties as may be required by Chapter

In addition, all employees are expected to work within the terms of their contract of employment and adhere to the Cathedral's policies and practices.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your post and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

## **COMMON DUTIES AND RESPONSIBILITIES:**

### **Health and Safety**

Under the Health and Safety at Work Act 1974, whilst at work the post-holder must take reasonable care for his/her own health and safety and that of any other person who may be affected by his/her acts or omissions. In addition, the post-holder must co-operate with the Cathedral on health and safety and not interfere with or misuse anything provided for his/her health, safety and welfare.

### **Confidentiality**

The post-holder must comply with Ripon Cathedral's policies and procedures regarding the sharing of confidential and personal data.

### **Safeguarding**

Ripon Cathedral is committed to safeguarding. If at any time the post-holder sees or hears anything that could suggest a safeguarding risk or has any other reason to be concerned, it should be reported immediately to the Chapter lead for safeguarding. Safeguarding is everyone's responsibility.

**Equality, Diversity & Inclusivity**

Ripon Cathedral is committed to promoting a diverse, non-discriminatory and inclusive community that gives everyone an equal chance to learn, work and live free from discrimination, bias and prejudice. Our equality policy includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

**PERSON SPECIFICATION**

This section outlines the requirements and qualities the post-holder needs to fulfil the post. These are divided into 'essential' and 'desirable' criteria. 'Essential' criteria are those that the post-holder absolutely must have to do the job; that is the job cannot be done without those qualities. 'Desirable' criteria are those qualities that would be either useful, an advantage or preferable to have to do the job or those which can be trained to do; that is the job can be done without those qualities. The table below also identifies how the criteria will be assessed (A= Application form; I = Interview process)

Ref:	Criteria	Essential / Desirable	A/I
	<b>EDUCATION &amp; TRAINING</b>		
	Basic literacy and numeracy	Essential	A&I
	<b>KNOWLEDGE &amp; EXPERIENCE</b>		
	Previous experience of providing excellent customer service	Essential	A&I
	Previous retail experience	Desirable	A&I
	Experience of working with volunteers	Desirable	A&I
	<b>SKILLS /COMPETENCIES</b>		
	Able to demonstrate empathy for the work of Ripon Cathedral, understanding of and enthusiasm for its overall mission and alignment with its values.	Essential	A&I
	Ability to work flexibly and proactively on your own initiative	Essential	A&I
	A natural ability to communicate and engage with customers/visitors and an open and welcoming approach	Essential	A&I
	Excellent interpersonal skills and the ability to work as part of a team of staff and volunteers.	Essential	A&I

	Good organization and time management skills, as well as strong attention to detail.	Essential	A&I
	Competent in use of full Microsoft office suite programmes (especially Outlook and Excel).	Essential	A&I