

Job Title:	Entry Desk Staff	Department	Visitor Services
Reporting to:	Visitors and Volunteer Coordinator	Pay:	Minimum wage £6.56 - £8.91
Contract type:	Permanent Part time 16hrs a week	Location:	Exeter Cathedral

Job Description

Purpose of role:

This role is the face of Exeter Cathedral to all who visit. A positive, welcoming to all manner is crucial. Confident, you will sell the benefits of gift aid to all paying visitors, 'upselling' guide books, walk-round mini guides, audio tours and Tower/Roof Tours on the front entry desk.

Key Responsibilities:

- Selling admission tickets, guide books, mini guides, audio tours and Tower and Rooftop Tours.
- Encouraging visitors to participate in the Gift Aid scheme.
- Operate the cash tills, including setting up of the daily float and cashing up in conjunction with the Retail staff.
- Maintaining the presentation of the front entry desk, ensuring that key items are appropriately displayed.
- To work as a member of the Retail team when necessary (Shop till, sales, restocking etc).
- Any other duties reasonably required

Key Challenges:

- Being able to explain why the Cathedral charges for entry
- Interpreting customers' needs
- Managing difficult customers
- Working with a mixed team of volunteers and paid staff
- Welcoming visitors when services are taking place

Working Pattern:

We operate a 3 week rolling rota. Bank holidays and weekends are working days. There may be an opportunity to increase the number of hours that you work, particularly over peak tourist seasons (summer, Christmas and Easter).

Candidate Profile:**Essential:**

- Experience of dealing with public in a customer service environment
- Excellent communication and inter-personal skills
- An ability to remain calm when under pressure
- Excellent personal presentation
- An ability to 'think on your feet' in response to unexpected situations.
- Experience of operating a cash till, cash handling and taking credit card payments
- Must be in sympathy with the ethos of the Anglican Church
- IT literate

Desirable:

- Experience in the retail sector, or booking/box office
- Language skills (especially German and French).
- Experience of working in a heritage visitor attraction
- Experience of working in a Church or Cathedral environment
- Knowledge of Cathedral architecture

Benefits:

- The Cathedral will match up to 5% of your contribution to your pension plan (provided it is HMRC approved).
- The Cathedral offers a Childcare Voucher Scheme.
- Holiday entitlement – 30 days including Public Holidays per annum, pro-rata if part time
- 10% discount in our Shop and Café
- Chance of complimentary tickets to our in-house concerts