

Title:	Commercial Manager
Department:	Commercial
Reporting to:	Chief Operating Officer
Responsible for:	Visitors Co-ordinator, Events Co-ordinator, Shop/Café Supervisor
Location:	Exeter Cathedral
Salary:	£36,000 per annum
Hours:	Full time, 35 hours over 5 days a week to include some weekends, Bank Holidays and evenings

Background to the role:

As the Commercial Manager, every day will be different, as you will work across many areas of the cathedral mission and activity. Income generation from the cathedral's commercial activities of visitors, events, retail and catering is the major element of the role along with building new business to improve our long-term sustainability. As a senior manager, you will balance the need to earn income against the cathedral's core mission

Purpose of the role:

You will be accountable for growing our visitor numbers, and delivering our commercial and events business to a consistently high quality. A key and exciting part of the role is the Cathedral's annual Christmas Market. You'll oversee a team of internal staff and external contractors to ensure that the Market is delivered on time, to budget continually seeking ways to improve the customer experience.

You will be an inspiring leader, advocate and representative of the Cathedral to external clients, consultants, contractors and partners, ensuring the good reputation of the Cathedral. You will enjoy working collaboratively with our staff, volunteers and clergy, supporting them to deliver a great visitor experience.

Weekend and evening working is a core part of the role, additionally, you will be part of the Christmas Market duty manager rota. Time off in lieu is given for all out-of-hours working.

Principal Duties:

- Oversee and develop our welcome to visitors, working with the Marketing Department to grow numbers, and with the Visitors Officer to ensure the best possible visitor experience.
- Work with the Events Co-ordinator to develop and deliver the commercial and events business, sensitively taking into account the requirements of the cathedral's core mission. This will include marketing cathedral facilities for venue hire, negotiating with commercial concert promoters, professional and amateur groups, and negotiating potential filming contracts. Recent experience hosting the Museum of the Moon makes the Chapter keen to increase the number of such events in order to grow visitor numbers and revenue.
- Oversee the catering facility: currently our Ten Fifty Catering Van, and in due course the re-opening of our cathedral refectory, delivering high quality local produce, while maximising income.
- Oversee the retail operation, providing support and challenge to the shop supervisor to deliver agreed profit and growth efficiently, along with a high-quality visitor experience.
- Be accountable for the successful organisation and delivery of the Christmas Market.

- Be responsible for all planning of commercial activities including risk assessments, Health and Safety and Safeguarding where applicable.
- Liaise with colleagues from Chapter and Liturgy and Music to ensure all commercial and events activities are in line with the cathedral's mission and worship.
- Be proficient in the preparation of costings of commercial activities and events; manage budgets accurately and report regularly and effectively to the Cathedral Enterprises Board.
- Provide inspiring leadership and direction to the staff and volunteer groups who enable our commercial activities to function.
- Ensure all compliance policies are adhered to
- Any other tasks that may be reasonably requested to ensure the successful operation of the cathedral.

Requirements:

- Significant previous experience in the Events, Hospitality or Tourism sector
- Experience of leading and inspiring a team
- Ability to build relationships with a range of internal / external clients and stakeholders
- Ability to prepare accurate costings, manage budgets and control costs
- Excellent communications and interpersonal skills
- Proven experience of working to targets and achieving results
- Proven ability to negotiate
- Excellent attention to detail with the ability to find solutions under pressure
- Understanding of Health and Safety
- Excellent IT skills including MS Office
- Excellent communication skills both written and verbal
- To support and engage fully with the Cathedral's Mission and Values
- Ability to work weekends and evenings

This role is subject to a DBS check

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

How to apply

All applications must be on our application form, available on our website, <https://www.exetercathedral.org.uk/about-us/vacancies> and submitted along with a covering letter stating why you are the right candidate for this role.

Applications should be sent by email or post to: Catherine Escott, Chief Operating Officer, 1 The Cloisters, Exeter, EX1 1HS

Tel: 01392 255573, email: vacancies@exeter-cathedral.org.uk

We will acknowledge receipt of all applications.

The closing date for applications is 5pm on Friday 27th May 2022
Interviews will be held w/c 9th June 2022.