



Exeter
Cathedral

Entry Desk Team Member Application Pack



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Job Description

Job Title: Entry Desk Team Member

Department: Visitors

Reporting to: Commercial Manager

Hours of Work: 16hrs a week over 7 days

Salary: up to £11.44 an hour, dependant on age

Contract Type: Permanent part-time.

Background to the role:

Welcoming over 100,000 visitors a year Exeter Cathedral is the principal church of the Diocese of Exeter and contains the Bishop's seat which is the symbol of his authority. The Cathedral is run and managed by the Chapter supported by the College of Canons.

Purpose of the Role:

To ensure that all visitors to the Cathedral receive the highest standards of welcome and customer care. This role is the face of Exeter Cathedral. A positive, welcoming to all manner is crucial. Confident, you will sell the benefits of gift aid to all paying visitors, 'upselling' guidebooks, walk-round mini guides, audio tours and Tower/Roof Tours on the front entry desk. This role involves periods of lone working.

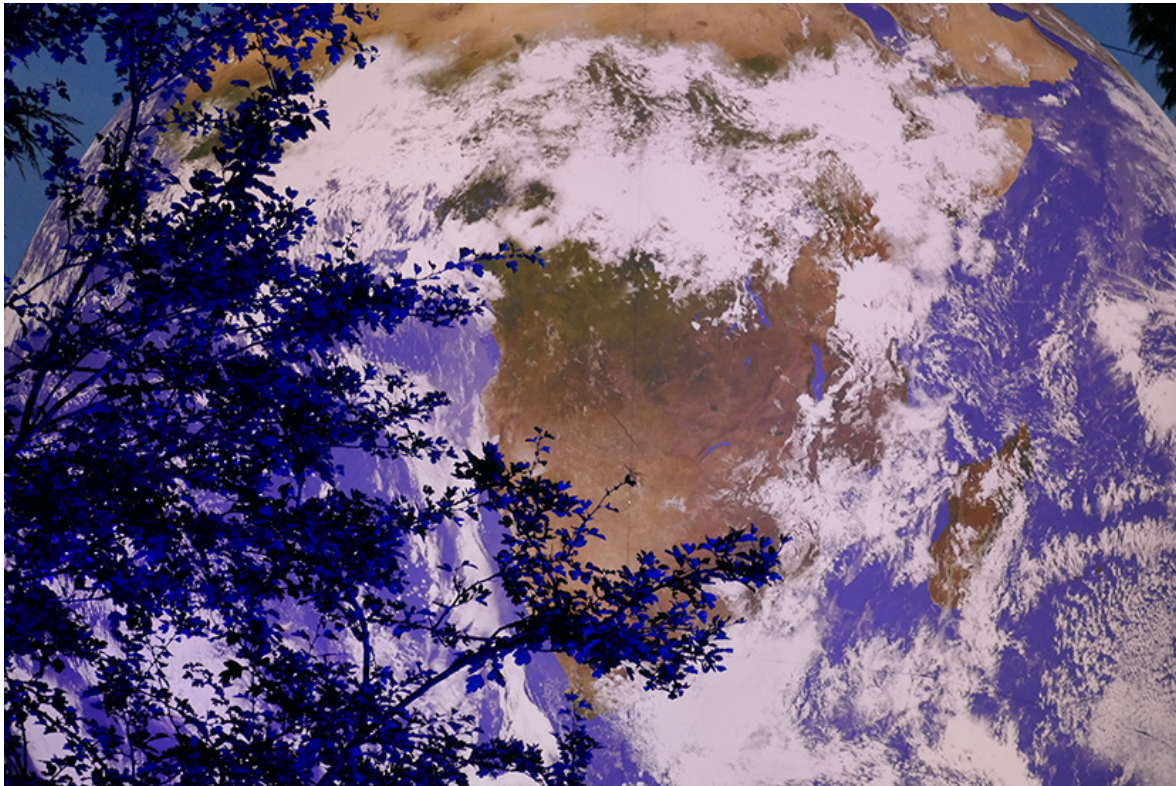
Duties and Responsibilities:

Members of the Entry Desk Team are responsible for:

- Welcoming all visitors to the Cathedral acting as an information point to all who enter.
- Selling admission tickets, guidebooks, audio tours and special tours.
- Explain and encourage all visitors to participate in the Gift Aid scheme.
- Operate the till (K3 Merac), including setting up of the daily float and cashing up in conjunction with the Retail staff.
- Maintaining the presentation of the entry desk, including external signage, as instructed by the Commercial Manager, ensuring that key items are appropriately displayed.
- To work as a member of the Retail team as required.
- Any other duties reasonably requested by the Commercial Manager and./or the Chief Operating Officer.



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Candidate Profile

Essential:

- Experience of dealing with public.
- Able to demonstrate excellent communication and inter-personal skills.
- An ability to remain calm when under pressure.
- An ability to 'think on your feet' in response to unexpected situations.
- Must be in sympathy with the ethos of the Anglican Church.

Desirable:

- Experience of operating a cash till, cash handling and taking credit card payments.
- Experience in the retail sector or booking/box office.
- Language skills (especially German and French).
- Experience of working in a heritage visitor attraction.

Full training in this role will be provided.



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Photo by Sebastian Christopher

Working for us

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. There will be a requirement to work some weekends and some bank holidays.

Annual Holidays

The holiday entitlement is 30 days per year including public holidays (pro-rata for part-time employees). If you are required to work on a public holiday, you will be entitled to the equivalent time off on an alternative day, to be agreed with your line manager.

Pension Scheme

The Cathedral will match up to 5% of your contribution to your pension plan (provided it is HMRC approved).

Discounts

All employees receive a 10% discount on purchases made in our Shop and Café and complimentary tickets to our in-house concerts.



Photo by Emma Solley

About Exeter Cathedral

A vibrant community hub and a world-class heritage destination, Exeter Cathedral has been at the heart of Devon for nearly a thousand years. Now, as then, it offers a refuge for reflection and a place for prayer - as well as stage for artists, performers and musicians. It has witnessed a fascinating history and remains home to a living Christian faith, a place for learning and a retreat for relaxation. Exeter Cathedral is, at once, a centre of innovation and of ancient treasures, telling stories of the past while carefully conserving them for the future. Innovatively sharing its secrets to welcome a new generation.

Our Values

At Exeter Cathedral, we are committed to and will courageously pursue being:

- Welcoming to all
- The best we can
- Open and listening
- Fair and respectful

Safeguarding

Exeter Cathedral is committed to following best safeguarding procedures and practices to protect children and vulnerable adults. It is therefore an essential contractual requirement that all employees complete safeguarding at the appropriate level identified for their role and attend refresher training when invited by the Cathedral.



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How to Apply

Please complete the application form, available on our website, <https://www.exeter-cathedral.org.uk/>, and submit it along with a covering letter stating why you are the right candidate for this role. You may also include your *curriculum vitae*, if you wish.

Applications should be sent by email or post to:

Alysha Keers, HR Generalist & Volunteer Co-Ordinator, 1 The Cloisters, Exeter, EX1 1HS

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

The closing date for applications 26 April 2024.