**JOB DESCRIPTION**

**Title:** Retail & Attractions Assistant

**Salary:**  £12 per hour

**Hours**: 19 hours, 3 days per week (Sunday, Monday and Tuesday)

**Accountable to:** Retail & Attractions Assistant Manager

**Location:** Liverpool Cathedral

Job Summary:

You will work in a small team within the retail and attractions area providing a first-class service to all customers, the majority of whom are visitors to the Cathedral from around the world. You will be required to create a warm and welcoming environment to customers and optimise sales opportunities. The postholder will be a great ambassador who enjoys working well with other team members and the wider team in the Cathedral.

**Key daily tasks:**

* Demonstrate excellent communication skills when interacting with colleagues, suppliers and visitors and at all times act as the Cathedral’s ambassador.
* Display a positive “can do” attitude and look for more efficient and effective ways of working
* Be enthusiastic and deliver a high standard of customer service at all times
* Demonstrate excellent team player qualities
* Maintain a tidy working environment for both colleagues and customers
* Maintain a safe working environment in accordance with the Cathedral’s Health & Safety policies
* Generate sales by maximising sales opportunities
* Complete checklists in accordance with procedure
* Process all sales transactions through the register following guidelines and procedures at all times
* Replenish the selling areas from the stockroom
* Maintain a high degree of presentation of merchandise ensuring stock is clean, tidy and in-date
* Ensure stockrooms are kept in a tidy manner
* Understand merchandise and pricing
* Provide cover for Attractions when required, utilising both stairs & lifts.
* The postholder will undertake other relevant duties as may be requested from time to time and commensurate with the role.

**Experience**

Essential:

* To be of smart appearance
* To have a welcoming and positive disposition and demonstrate that they will be a great ambassador
* Proven excellent customer services skills in a retail environment
* Demonstrate excellent communication skills
* Experience of working well in within a team environment
* Excellent planning and organising skills
* Ability to manage conflicting demands on time
* Have a keen eye for detail and presentation
* Ability to work accurately to deadlines
* Remain calm under pressure
* Display initiative
* A flexible team member who can work evenings and different days of the week when required (with reasonable notice)

Desirable:

* Previous Sales Experience
* Proven experience of accurately handling cash/ other payments from customers through a register/system

The post holder must be in sympathy with the aims and ethos of the Church of England.