



SHOP ASSISTANT

Guildford Cathedral - a warm-hearted community open to God, open to all

Background: Guildford Cathedral is a sacred space and a community of people who engage with God and the wider world for the common good. We do this by being a warm-hearted community open to God, to all, to growth and to transformation. Over 100,000 visitors come to the Cathedral each year and our Cathedral 'community' comprises thousands who feel close to the Cathedral because of historical connection, the purchase of a brick in the 1950s, their membership of the worshipping congregations or staff and volunteers.

The core task of Guildford Cathedral is worship. Daily and Sunday choral services are the backbone of our work. The Cathedral is led by the Dean with the Cathedral Chapter which is akin to a Board of Directors and charity trustees.

Purposes The Shop Assistant supports the Shop Manager by opening the Shop on one day per week and other days by mutual agreement. The post holder works enthusiastically as part of the Cathedral's team of staff and volunteers to help deliver our vision. Lone working is sometimes required but another Staff member (Virger) will always be on site and contactable.

Reporting to Shop Manager.

Accountable to The Chapter of Guildford Cathedral through the Chief Operating Officer and the Head of Visitor Experience and Events.

Hours and salary This is a one day a week post. The salary for the post is £4,000 to £4,200 per annum depending on experience.

Key Tasks

General

- Work collaboratively with the Shop Manager in the efficient running of the Shop.
- Supervise Volunteers assisting in the Shop.

Shop Management

- Process sales by receiving cash and card payments.
- Maintain good presentation in the Shop, including keeping an oversight of cleaning, tidying and stock presentation.
- Maintain familiarity with stock.
- Deal with customer inquiries.
- Process account orders.
- Assist Shop Manager with the administration of orders, accounts, and stock management.

Key Relationships

- Shop Manager
- Head of Visitor Experience and Events.
- Chief Operating Officer.
- Finance Manager.
- Staff and Volunteer colleagues.

Essential Skills and Attributes

- Demonstrable successful experience of retail either within a charity or in other sectors.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills with an ability to connect with people at all levels and build relationships quickly.
- Excellent administrative and organisational skills.
- Excellent computer skills, including working knowledge of Word and Excel.
- Ability to both work as part of a team and on own initiative.
- Ability to multi-task and prioritise own workload under pressure.
- Proactive, enthusiastic and with a 'can-do' attitude.
- Flexible approach to duties and working hours.
- In sympathy with the mission and ethos of the Cathedral.

Desirable Skills and attributes

- Experience of and competence at using till systems (Cybertill is the system in use at Guildford Cathedral).

Application Process

To apply for this post, please visit the Cathedral Website (www.guildford-cathedral.org) and complete the application form provided. Please send this with a covering letter addressing the Key Tasks and Essential Skills and Attributes, as well as your CV, to Dops@guildford-cathedral.org or Matt O'Grady, Guildford Cathedral, Stag Hill, Guildford GU2 7UP. Referees will not be approached without your consent. Applications will only be considered with a completed application form, CV and covering letter. Guildford Cathedral operates under a Safer Recruiting policy. Proof of eligibility for working in the UK will be required before appointment. For an informal conversation please contact Matt O'Grady on 01483 547 864. The closing date for receipt of application is 28 February 2025. Shortlisted candidates will be called for interview during the week commencing 3 March 2025.