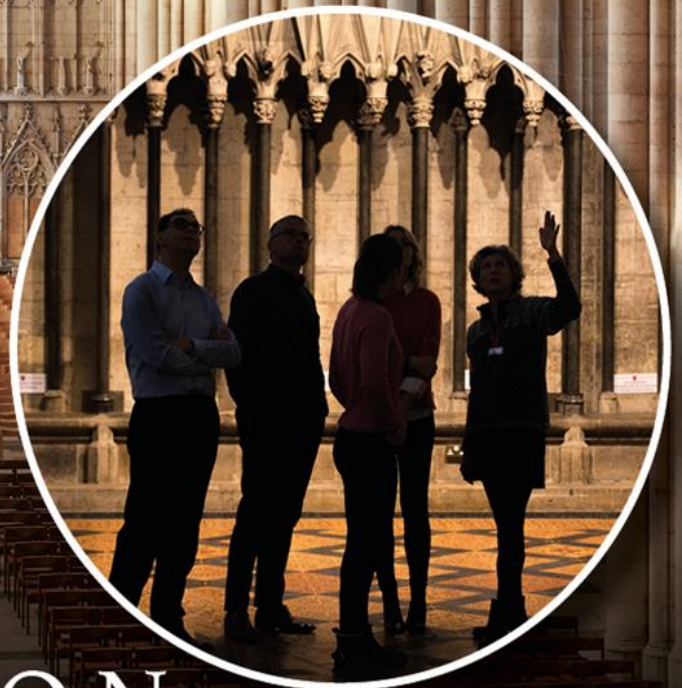




YORK
MINSTER

Retail Assistant



APPLICATION
PACK

YORKMINSTER.ORG



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ABOUT YORK MINSTER



Introduction to working at York Minster

York Minster means so many different things to so many people! Everyone who joins our team is amazed at the range of skills needed here and the friendliness of the clergy, staff and volunteers. One recent new starter commented on how relaxed and unstuffy we are. We are a world of contrasts from the spectacle of a Royal visit through to the one to one pastoral care given to a grieving visitor. We calmly offer a daily cycle of services whilst also opening our doors to sightseers, concert goers and local people just wanting to catch their breath in a busy world.

We are the seat of the Archbishop of York, the Cathedral and the Metropolitan Church of St Peter in York – York Minster as it is better known – is the mother church of the Northern Province and the Cathedral for the Diocese of York. It is a centre for Christian life in the North of England. York Minster has been a place of prayer and pilgrimage for over 1,400 years and worship is still at the heart of our life. York Minster's Choir of adult Vicars Choral and boy and girl choristers is world renowned. The Choir's mastery of the English choral tradition is one of the Minster's crowning glories. Staff describe a 'tingle down the spine' as you hear voices soaring to the rafters or the majestic roar of the organ.

The Minster itself is a gothic masterpiece in stone and stained glass, a magnet that draws people to visit the City of York and a defining symbol of the ancient "capital of the North". Even long serving staff describe literally stopping in their tracks at times as the sun illuminates the intricate stained glass or spotlights the stonework. Each year around 650,000 people from all over the world come to explore the Minster, and visitor surveys find a high level of satisfaction from their experience. It is one of the centres of York's lively cultural and intellectual life, hosting many concerts, lectures and exhibitions.

The Stoneyard's craftsmen and women are immensely skilled and knowledgeable about both the church building and the Precinct Properties; a fine Library is run in partnership with the University of York; there are two cathedral shops and a team of staff and volunteers who manage the floor of the Minster and work to ensure that all our visitors receive a warm welcome.

York Minster is more than 800 years-old and its gothic architecture is subject to a complex and ongoing cycle of repair, restoration and conservation. Whilst the York Minster Fund provides some financial security, the Minster relies on funds raised from visitors to ensure that the building is properly maintained. It receives no regular income from the Government.



MISSION STATEMENT



We don't ask staff whether they have a personal faith or not. All we ask is that you respect our mission and feel aligned to our values:

Our Mission Statement

To deliver innovation, welcome everyone and offer outstanding experiences as part of our living tradition, where faith is nurtured.

Our Values

- **Integrity** – *We behave ethically, honestly, and professionally, take accountability, and consider the impact of our actions both short term and long term.*
- **Purpose** – *We are focused on achieving our objectives in a responsible way and delivering innovation and excellence in our welcome, worship and work.*
- **Humility** – *We are grounded and respectful in all that we do, ensuring everyone's unique contribution is valued and that we constantly seek to develop and share learning.*
- **Compassion** – *We are thoughtful in our attitudes and behaviours, so that everyone is listened to, treated with kindness and feels safe.*

Organisation, Management and Governance

The Minster is governed by the Chapter, chaired by the Dean and comprising executive members - Residentiary Canons - and non-executive members, Lay Canons. The day-to-day operation of the Minster is overseen by the Senior Executive Team comprising both lay professional staff and the residentiary clergy.

York Minster has completed registration with the Charity Commission in line with the Cathedral Measure 2021 and is now under the joint regulation of the Charity Commission and the Church Commissioners. The Minster receives no regular income from the Government or the Church of England (less the stipends of three clergy) and relies on monies raised from visitors to ensure that the building can be properly maintained for future generations.

Retail Assistant

20 hours per week

Fixed term contracts from May 2024 to September 2024

£12 per hour

Thank you for your interest in the role of Retail Assistant with the Chapter of York. If successful, you will be joining a friendly team who pride themselves in delivering an outstanding customer service to all who visit York Minster and its accompanying shops.

York Minster Enterprises Limited (YMEL) seeks to maximise sales and revenue whilst remaining sensitive to the pastoral mission of the Minster. Visitors come to the Minster shops from many cultures, countries and backgrounds and view the shops as part of the visiting experience within York Minster. Thus, the retail operations strive to support the commercial activities of the Cathedral which in turn contribute to its development as a tourist attraction and a place of worship.

We are seeking organised, self-motivated individuals with a passion for customer service to work as part of our team of Retail Assistants playing a key role in providing a world-class customer service for all who visit the Minster shops.

Completed forms should arrive no later than **23:59 on Monday 22 April 2024**. Interviews will take place on either **Tuesday 30 April 2024 or Wednesday 1 May 2024**.

JOB DESCRIPTION



Job Title:	Retail Assistant
Department:	York Minster Shops (YMEL)
Reporting to:	Retail Operations Manager
Managing:	None
Core Purpose:	To work as part of the Retail team to provide an excellent standard of customer service, maximising sales whilst being sensitive to the pastoral mission of the Minster.
Accountabilities	<p><u>Customer Service</u></p> <ul style="list-style-type: none">• Serve customers whilst showing high standards of customer care at all times, providing a helpful and friendly service to maximise sales.• Provide a welcoming and enjoyable shopping experience for all customers, creating a warm, friendly environment that visitors wish to return to.• Maintain appropriate professional appearance and professional conduct.• Process transactions through the tills efficiently and accurately.• Handle cash and credit / debit cards in accordance with cash handling procedures.• Be familiar with the wide range of products sold across both Minster shops in order to advise customers and respond to queries.• Be aware of Minster events and services in order to respond to customer queries. <p><u>Stock Management and Display</u></p> <ul style="list-style-type: none">• Carry out accurate counting of stock when required including checking deliveries and counting of stock during stock-taking procedures.• To follow stock management procedures to ensure stock levels on the shop floor are maintained.• Price stock accurately and fill displays as necessary to merchandise and display products appropriately.• To regularly clean and remerchandise displays as required.• Keep all work areas clean, tidy and safe. <p><u>Working as part of the team</u></p> <ul style="list-style-type: none">• Be a supportive and positive member of the Retail team, as well as the wider Minster team.• To work across both Minster shops, as required.• Occasional lone working, with radio and phone support, will be required.• Provide first aid for which full training will be given.• Undertake such duties as agreed with the line manager, commensurate with the level and scope of the post. <p><u>Personal Development</u></p> <ul style="list-style-type: none">• Undertake training required for your role or agreed as appropriate for future development.• Contribute to supervision and performance management arrangements by your line manager such as 1-1 meetings and interim/full year appraisal (PDR) reviews.

JOB DESCRIPTION



Any Other Duties

This Job Description gives an overview of your responsibilities. It does not form part of your contract of employment and you may be required to undertake other duties that it is reasonable to ask of you given your knowledge, skills, experience and level of training.

Health & Safety

Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must cooperate with the organisation on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare. You must immediately raise any concerns concerning your health, safety or welfare at work to an appropriate person.

Safeguarding

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Minster. You will be required to understand and follow our policies and procedures including reporting concerns, undertake designated safeguarding training, diligently perform safeguarding duties specific to your role and follow good practice in relation to your own behaviour and conduct.

Equity, Diversity & Inclusion

We are striving to provide a warm and inclusive welcome to our staff, volunteers and visitors. As a values led organisation, we see our legal obligations as a starting point and are on a journey to ensure all our staff can be their authentic selves at work. We expect all staff to support this commitment as we seek to create an environment in which they feel empowered and equipped to challenge any inappropriate language, behaviours or ways of working that they witness.

PERSON SPECIFICATION



REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) DESIRABLE (D)	MEASURED BY: A - Application form I – Interview
Supporting Our Values Respect for the Christian ethos and mission of York Minster. Active support for our values of Integrity, Purpose, Humility and Compassion.	E E	A/I I
Education/Qualifications/Training Courses Educated to at least GCSE Grade C (4) level in English Language and Mathematics, or equivalent qualification. Retail / sales / customer service training or experience. <i>Important Note – we welcome applicants who have equivalent levels of education/qualifications/training or who have followed vocational or alternative routes to gain similar levels of knowledge.</i>	D D	A A
Experience Experience of working in a retail setting. Experience of dealing confidently face-to-face with a broad range of customers. Experience of cash handling. Experience of using a computerised till system. Awareness and practice of health and safety issues in public places.	D D D D D	A A A A A

PERSON SPECIFICATION



<p>Competencies</p> <p>Ability to show initiative.</p> <p>Ability to problem solve.</p> <p>Ability to communicate confidently.</p> <p>Ability to work well within a team, including working towards shared objectives and procedures.</p> <p>Demonstrable commitment to best practice in customer service.</p> <p>To be well organised and motivated.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
<p>Special Features</p> <p>Ability/availability to work on a 5/7 day roster throughout the calendar year (full time or pro rata'd down for part-time), which will include weekends.</p> <p>Ability to staff same position for long periods.</p> <p>Occasional lifting of heavy/bulky objects within published health and safety guidelines on manual handling.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A</p> <p>A</p>

Salary

The pay for this role is £12 per hour, plus contributory pension scheme where applicable.

Working Patterns

There are three fixed term contracts available, working 20 hours per week usually for 4 over 7 days. Weekend work will be required for this role. The contracts cover the period from May 2024 to September 2024.

Annual Holidays

The FTE holiday entitlement is 25 days per annum plus 8 public holidays. If a member of staff is required to work on a public holiday, they will be entitled to the equivalent time off on an alternative day, to be agreed with their Line Manager.

Pension Scheme

All eligible members of staff will be automatically enrolled in accordance with the legislation, to the occupational Staff Pension Scheme. The Chapter of York will contribute to a contributory pension scheme with the Church Workers Pension Scheme including Life assurance at three times salary. Employee contributions are 3% and automatic enrolment will be made unless the employee chooses to opt out. The contribution made by The Chapter of York is 10.25%.

Staff Discount

All employees receive a 10% discount on purchases from the York Minster Gift Shop and discounts from various shops and cafes within the vicinity of the Minster Precinct. A Cash Health Plan has been introduced providing lump sums towards dental, physio, optical costs, membership of the PerkBox discount platform, virtual GP access and an EAP.

Parking

Free parking is available subject to availability.



EQUALITY STATEMENT



Chapter aims to provide equity and diversity to all in employment and aims not to discriminate on grounds of social economic group; gender; race; colour; nationality; ethnic or racial origin; carer responsibilities; sexual orientation; disability; age; appearance; religious or political belief; trade or union activity; or any other conditions, or requirements which cannot be shown to be justified. The same commitment also applies to discrimination based on association with someone who possesses any of these characteristics, and to discrimination based on the perception that someone possesses such a characteristic.

To ensure that Chapter's Equality and Diversity policy is operating effectively (and for no other purpose) we maintain records of employee' and applicants' racial origins, gender and disability. Ongoing monitoring and regular analysis of such records provide the basis of appropriate action to eliminate unlawful direct and indirect discrimination and promote equity and diversity.



HOW TO APPLY



Please complete the Application, Confidential Declaration and Equality & Diversity forms in full that are available as a link on our online Jobs page yorkminster.org/jobs/ and send to:

jobs@yorkminster.org

Completed forms should arrive no later than **23:59 on Monday 22 April 2024**. Interviews will take place on **Tuesday 30 April 2024 or Wednesday 1 May 2024**.

If you are invited for interview you will be asked to produce evidence of your eligibility to work in the UK. Offers of employment are subject to satisfactory references, medical clearance.

