



Winchester Cathedral has been at the heart of a vibrant community for nearly 1000 years. Today, the Cathedral welcomes more than 300,000 visitors and pilgrims each year. They come to share in our daily worship and hear our world-class choir, to enjoy the wonderful setting, stunning architecture, priceless treasures and to attend our extensive programme of events.

The Cathedral holds a special place in our nation's history and is renowned for the breathtaking architecture and beauty which attracts visitors and pilgrims from around the world.

Winchester Cathedral is called to renew, inspire and unite people in faith, hope and love. We live by our values of Openness, Excellence and Kindness in all that we do.

We are committed to providing a welcoming, respectful and safe environment for all, including children and adults who may be at risk of abuse and neglect. The care and protection of children, young people and adults involved in Cathedral activities is the responsibility of everyone who participates in the life of the Cathedral Community.

We expect all staff and volunteers to share this commitment and follow safer recruitment policies and procedures.

All successful candidates will be subject to pre-employment checks, including satisfactory references and undertaking DBS checks where appropriate and Safeguarding training relevant to the job role.

Retail Manager

This is an exciting opportunity for an experienced retail manager to develop and implement a retail strategy post pandemic that reflects the unique qualities and stories of Winchester Cathedral, distinct from other English cathedrals and setting the standard in the overall cathedral retail sector.

SALARY £30,000pa

FULL TIME– 37.5 hours per week

DBS Check required: BASIC

C OF E SAFEGUARDING TRAINING REQUIRED: Basic, Foundation, Leadership

- Managing the day-to-day smooth running of the shop at Winchester Cathedral through the planning and prioritisation of tasks, including stock replenishment and delivery processing, and the efficient rota'ing of the shop team, ensuring adequate shop floor cover at all times.
- Managing the prepping and cashing up of tills and the associated banking and reporting procedures. Adhering to cash handling and reporting policies and schedules.
- Training, empowering and coaching direct reports.
- Providing direct reports with the appropriate opportunities to review and discuss their performance in line with the organisation's PDR schedule. Managing underperformance in line with HR policy.
- Identifying and implementing new ways of working that will make the operation of retail and its online shop more efficient and profitable.
- Influencing how the shop is laid out and the stock presented. Basing layout changes on hard facts and figures that are combined with visual intelligence.
- Establishing a collaborative partnership with the Buyer based on a customer and profit centric approach to selling and buying.
- Providing the Buyer with relevant customer and staff feedback so that they can make informed procurement decisions.
- Manage the Ecommerce and Stores Coordinator to increase online sales and ensure outstanding order fulfillment protocols are in place.
- Keeping the shop team informed of sales targets, KPI's, best/worst sellers and new lines so that they are fully invested in the shop's progress and own their part in its success.
- Supporting the Buyer with their basic admin tasks (if required) so that invoices are processed and paid in a timely manner.
- Adhering to internal financial reporting schedules which include stock-takes, rolling stock counts and the maintenance of stock file accuracy.
- Work with colleagues in Marketing and Communications to maximise commercial opportunities in line with the Cathedral's brand strategy and provide content to be used and integrated with wider marketing and communications campaigns.
- Taking ownership of personal health and safety responsibilities and those that could impact on others within the workplace.
- Having an open and proactive relationship with the colleagues in other areas of the organisation.

Please note all shortlisted candidates will be required to complete an Application Form and confidential declaration prior to interview.

For further details, please visit our website:

<https://www.winchester-cathedral.org.uk/join-us/work-with-us/>

Closing date for applications is Friday 30th April 2021

Interviews will be held week commencing Monday 10th May 2021