

Job Description



Job title:	Visitor Services & Retail Assistant
Department:	Visitor Services & Shop
Reporting to:	Visitor Experience Manager & Shop Managers
Salary:	£10.85 per hour if under the age of 18, £12.71 per hour (£12.85 per hour from 1 July 2026) if 18 years old or older.
Employment status:	Permanent; Part-time, weekend shifts, at least 4 hours per week (The 4 hours will need to be worked on the same day).
Location:	Welcome Desk & Shop, Wells Cathedral

Purpose of the role:

The Cathedral is seeking dedicated, efficient and reliable Visitor Services & Retail Assistants to provide excellent customer service to Cathedral and Shop visitors during weekend shifts.

Main duties and responsibilities:

- Provide a warm and knowledgeable welcome to all visitors to the Cathedral and excellent customer service to all customers visiting in the Shop.
- Handle cash, credit card and voucher payment transactions quickly and efficiently.
- Confidently promote the Cathedral to visitors ensuring information is delivered correctly and consistently.
- Respond to visitor/customer enquiries.
- Cross-sell products, including store merchandise, memberships and event sales, including bookings.
- Promote the daily offer available to visitors, including activities within the visitor experience, and forthcoming events.
- Promote Gift Aid to all eligible visitors and other forms of donation to the Cathedral and be knowledgeable about the requirements for eligibility for Gift Aid and explain them as and when required.

- Encourage visitors to provide feedback on their experience and, where necessary, act to refer these on or resolve immediately using appropriate discretion.
- Complete cashing-up duties, including reconciliation of tills/floats.
- Provide holiday/sickness/evening cover as required.
- Undertake administrative tasks associated with sales and stock, including merchandise and consumable counting.

About Us

The City of Wells

Situated on the edge of the Mendip Hills in the County of Somerset, Wells is one of England's most beautiful and compact cities, built around the beautiful Cathedral of St Andrew. Its picturesque surroundings include a charming market square and High Street, the Bishop's Palace, and the magnificent Vicars' Close, Europe's oldest continuously inhabited street.

The Cathedral

Wells Cathedral is one of England's most beautiful and significant Cathedrals, which has been inspiring pilgrims for nearly 850 years. It is the seat of the Bishop of Bath and Wells and the Mother Church of the Diocese of Bath and Wells and plays an important role in the cultural identity of Somerset. The Cathedral represents the area's spiritual and cultural heritage and is for many a symbol of local pride, and a place that connects the present-day community to centuries of history and Christian tradition. Wells Cathedral has deservedly gained an enviable reputation for its lovingly maintained Gothic architecture, its world-class music, and its warm welcome to some 300,000 visitors each year, as well as around 150,000 people who come to the Cathedral for services, concerts, and events.

Underpinning the life, worship, and ministry of the Cathedral is a diverse organisation which oversees a diverse tapestry of activity. The Cathedral is also a regular host to a number of external organisations who provide concerts, events, and private and public gatherings, furthering our links with the community. Following the implementation of the Cathedrals Measure 2021, Wells Cathedral is registered as a Charity and is now dually regulated by the Charity Commission and the Church Commissioners. The Chapter is the governing body of the Cathedral, and the Chapter members are Trustees of the Charity.

Further details of the Cathedral's life may be found on the Cathedral's website:

www.wellscathedral.org.uk.

Person Specification

Qualifications and Experience

Essential

- Experience of working in a customer services environment.

Desirable

- GCSE Grade 4/C or above in English and Maths or equivalent qualifications.

Skills and Abilities

Essential

- Good functional literacy and numeracy skills.
- Excellent customer service skills.
- Excellent communication skills.
- Ability to demonstrate a reliable, responsible, flexible and trustworthy attitude and approach.
- Having a confident and proactive approach to resolving problems and issues arising.
- Good attention to detail.
- Ability to work positively as part of a diverse team.
- Willingness to acquire a good working knowledge of the Cathedral.
- Ability to remain calm under pressure.

Desirable

- Basic computer skills, including Microsoft office/use of point-of-sale IT systems.
- Ability to cross-sell a variety of products and services.

Work-related Personal Qualities

Essential

- Ability to work at the weekend.
- Good telephone manner.
- Willingness and ability to adhere to the dress/uniform code and behave in a manner that is appropriate for the Cathedral.
- Demonstrable commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Main Terms & Conditions

Employment status:	Permanent												
Location:	Wells Cathedral												
Hours of work:	Part-time, weekend shifts, at least 4 hours per week (The 4 hours will need to be worked on the same day).												
Discount:	A discount of 10% is available from the Cathedral Shop and The Loft Café.												
Parking:	Limited parking is available in the Cathedral car park. Cars are parked at the risk of the owner.												
Pension:	Defined Contribution Scheme. Contributions as % of salary: <table><thead><tr><th>Age</th><th>Employee</th><th>Employer</th></tr></thead><tbody><tr><td><50</td><td>3%</td><td>5%</td></tr><tr><td>50–55</td><td>4%</td><td>8%</td></tr><tr><td>>55</td><td>5%</td><td>10%</td></tr></tbody></table>	Age	Employee	Employer	<50	3%	5%	50–55	4%	8%	>55	5%	10%
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>55	5%	10%											
Expenses:	All reasonable working expenses will be met in line with Cathedral policy.												
Holiday:	6.8 weeks per annum inclusive of bank holidays. The holiday year runs from 1 January to 31 December.												
Probation:	This post will be subject to a probationary period of 6 months. The post-holder will, during their probationary period, be required to satisfactorily complete learning in Health & Safety and in Safeguarding as deemed by the Cathedral to be relevant and appropriate to this post. The appointment is subject to the satisfactory completion of all pre-employment checks, including a basic Disclosure and Barring Service check.												

How to Apply

Applications:

Closing date: **Sunday 28 June 2026, Midnight.**

A completed [Application Form](#) and [Equal Opportunities Monitoring Form](#) should be returned to the Human Resources Department by email to: recruitment@wellscathedral.org.uk.

Shortlisting:

Shortlisting date: **Friday 3 July 2026.**

To ensure the fairness of the selection process, shortlisting will be based upon the information which you provide in your application and assumptions will not be made about your experience or skills.

We will look for demonstrable evidence that you meet the criteria set out in the person specification. Information provided on the application form will be viewed by HR, the recruiting manager, and interview panel. All applicants will be notified of the outcome of the shortlisting process.

Selection process:

Interview date: **Tuesday 7 July 2026.**

Further details about the selection process will be provided to shortlisted candidates.

The appointment will be subject to the satisfactory completion of pre-employment checks, including references and a satisfactory basic DBS check.

Further information:

We hope you find this pack provides all the information you need in order to consider your application for this post.

If you have any questions, or would like an informal conversation about the post, please contact the Human Resources department by email to recruitment@wellscathedral.org.uk.

Safeguarding

We are committed to the safeguarding and protection of all children, young people, and adults, and the care and nurture of children within church communities. We will carefully select, train, and support all those with any responsibility within the Church, in line with Safer Recruitment principles.

This means that we will:

- Ensure that our recruitment and selection processes are inclusive, fair, consistent, and transparent;
- Take all reasonable steps to prevent those who might harm children or adults from taking up positions of respect, responsibility, or authority where they are trusted by others; and
- Adhere to safer recruitment legislation, guidance, and standards.

Further information can be found in our Safeguarding Policy available on the Cathedral website at www.wellscathedral.org.uk/safeguarding

The successful candidate will be required to complete a Declaration of Suitability Form as part of our recruitment process when an offer of employment is made. This form is strictly confidential and, except under compulsion of law, will be seen only by those involved in the recruitment/appointment process. All forms will be kept securely in compliance with the UK General Data Protection Regulation and the Data Protection Act 2018.