



## **Operations Supervisor**

Christ Church Cathedral (founded c.1028) is the spiritual heart of the city, an Anglican Cathedral, a registered charity and one of the most-visited heritage sites in Dublin. Christ Church Cathedral is a vibrant space with a diverse team of skilled personnel, made up of clergy, employees and volunteers who work alongside each other.

Due to its prominent city centre location in Ireland's capital city, the cathedral welcomes visitors and pilgrims from all over the world and it is their financial contribution to this sacred space that permits the cathedral to thrive. The Cathedral is also one of Dublin's unique venues, hosting many concerts, and corporate dinners every year.-

### **Job Description**

The Operations Supervisor is a pivotal role which supports all aspects of our activity. Reporting to the Cathedral Manager, this post is a full-time permanent contract. Rotas are based over seven days, including early/late shifts and weekends. The cathedral endeavours to ensure a positive work/life balance wherever possible when creating rotas.

The successful candidate will work under the direction of the Cathedral Manager and help manage the cathedral's daily operations. Applicants, if not already employed by the cathedral, will be obliged to complete Garda Vetting before commencement. Applicants must be aged 18 or over and have fluent English.

This role would suit a recent graduate or an applicant looking to develop their skills further by working alongside experienced industry professionals.

### **Main Duties & Responsibilities:**

- Provide support to the Cathedral Manager.
- Lead and support the operations teams (Verger, Events and Welcome Desk) to ensure the smooth daily management of the cathedral's religious and commercial operations.
- Assisting the Welcome Desk Supervisor to ensure the Welcome Desk team delivers a warm welcome to all visitors.



- Ensure proper implementation of the Cash Handling policy.
- Assisting with daily cash counts and daily finance reports.
- Attending to minor maintenance issues that may occur.

### **Main Duties & Responsibilities (continued):**

- Taking charge of in-house events, with further opportunities to be the Event Supervisor for various events and religious services.
- Work with the Cathedral Manager and other departments to ensure policies and procedures are correctly implemented, with the scope of developing and implementing new Standard Operating Procedures (SOPs).
- Lead by example and set the tone of the organisation.
- Address all visitor queries or concerns in a pleasant manner.
- Motivate team members to perform at their best.
- Ensuring that a respectful atmosphere appropriate to the cathedral's identity as a place of worship is always maintained.
- Continuously look for opportunities to improve our operations.
- Occasional cover, where necessary at Welcome Desk, Gift Shop, Events, which includes, till operations, cash handling, till counts, stocking and other retail activities as directed by the Cathedral Manager
- After the probationary period – Key holder responsible for opening and securing the cathedral and grounds as required, including familiarity with all alarm codes and monitoring systems.
- Any Other ad-hoc duties as directed by the Cathedral Manager.
- Appropriate training in EPOS, First Aid, Fire Warden, Manual Handling and other relevant courses will be required.
- Management of the Audio Guide devices, ensuring that they are in good working order.

### **Person Specification**

#### **The Successful Candidate should meet the following criteria:**

- Qualified or experienced in Tourism, Events or Hospitality management.
- Previous cash handling experience.
- Excellent communicator, both written and verbal, with a strong customer focus.
- The appearance of the cathedral spaces is very important. High attention to detail with visual awareness and presentation skills.
- Excellent PC skills with advanced knowledge of Word, Outlook and Excel. With scope to learn backend POS, Rota system and various OTA backend systems.



**Christ  
Church  
Cathedral**  
Dublin

The Cathedral of the Holy Trinity  
Founded c.1030  
Christ Church Cathedral  
Christchurch Place,  
D08 TF98, Ireland

Tel +353 (01) 677 8099  
welcome@christchurch.ie  
christchurchcathedral.ie

- Flexible, innovative, accurate,
- Prepared to work on your own initiative and to support the wider team
- Influencing / motivational skills.
- Planning/Organising and Work Management.
- Analysis/Problem solving and appropriate decision making.

#### **Person Specification (Continued)**

- Able to work to deadlines and move several projects forward at the same time.
- Demonstrated ability to deliver quality work in a timely manner.
- A high level of integrity and trust with confidential information.
- Approachable and highly professional in manner, with all levels of staff within the organisation
- Neat personal presentation essential.

#### **Essential Skills**

The right candidate will have excellent organisational skills, a strong customer-focused attitude, and the ability to communicate effectively. High energy to be able to deal with the large volume of activities. Working alongside colleagues, ensuring the collegiate working atmosphere of the cathedral is maintained.

#### **AVAILABILITY**

- Applicants must be available to begin training and work immediately upon reference check and successful Garda Vetting.

**Application closing date is Friday 28 February 2025 at 5.00pm**

#### **APPLICATION PROCESS**

Please send a cover letter and CV.

#### **Applications should be sent to:**

HR,  
Christ Church Cathedral,  
Christchurch Place,



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Dublin 8  
**Or by email:**  
[hr@christchurch.ie](mailto:hr@christchurch.ie)