

Volunteer Shop Assistant

Role Title	Volunteer Shop Assistant
Section/Team	Cathedral Shop
Reporting to	Shop Manager
Date of issue	November 2020

Overall purpose of the post

Volunteer Shop Assistants are key to the effective running of the Cathedral Shop; responsible for providing a warm welcome and excellent customer service to visitors, and effectively displaying and promoting stock.

Role description

Main responsibilities

Health and safety

Training & development

- To provide a warm and friendly welcome to a diverse range of visitors;
- To provide excellent customer service to visitors;
- To promote tours and events, and areas of interest within the Cathedral;
- To effectively display and promote stock;
- To monitor customers and ensure the security of stock;
- To assist with basic record-keeping;
- To answer enquiries and direct visitors to different areas of the Cathedral;
- To sensitively manage visitors' expectations when areas of the Cathedral are closed for events;
- To support Cathedral operations, implementing Safeguarding practice and ensuring the safety and security of the Cathedral and its visitors, by acting as its eyes and ears on the ground and immediately reporting any concerns to the Shop Manager;
- To report any incidents of anti-social behaviour on the Cathedral site to the Shop Manager;
- To support the safe evacuation of visitors in the event of an emergency such as a fire;
- To take part in training and development activities as required.

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Person specification

Volunteer Shop Assistants must:

- be positive, approachable and welcoming;
- promote excellent customer service,
- be clear and confident speaking to people;
- be good listeners;
- be punctual and reliable;
- work well in a team;
- have good interpersonal skills;
- be respectful to visitors and peers;
- have a smart appearance;
- be able to respond calmly to situations arising in the Cathedral;
- be sympathetic to the Cathedral's values;
- be willing to take part in training and development activities as required;
- have an understanding of the Christian faith and the role of the Cathedral as a Christian place of worship;
- be flexible and able to adapt to a changing work environment.

It is also desirable but not essential, that Volunteer Shop Assistants have:

- previous retail or customer service experience;
- an interest in history, particularly those periods associated with the Cathedral.