



ELY CATHEDRAL

SHOP

VOLUNTARY ROLE

Purpose:

- Volunteers in the cathedral shop are there to provide a vital role of support to the Shop Supervisor and staff.

Duties:

- Welcome customers to the shop, and answer any queries they may have on the shop or the cathedral.
- Serve customers on the tills, taking payments for goods.
- Help customers with jewellery and any other items that require assistance.
- Day to day filling the shelves with stock, helping with displays, light dusting and tidying to keep the shop looking presentable.
- Confident, outgoing personality, happy to engage with colleagues and visitors alike.
- Required to undergo Cathedral's recruitment procedures for volunteers including appropriate future training.

Person Specification:

- In sympathy with the Cathedral's purpose, mission and values.
- To have good customer service skills in order to maintain a warm, welcoming and friendly environment for all who visit.
- To have an open and approachable personality.
- Someone who can work as part of a team but also individually.
- Be open to ongoing training and supervision.

Time Commitment:

- At least once a week for shifts of two to four hours maximum.

Training:

- Required to undergo Basic Safeguarding Awareness Training every 3 years and be aware of the advice given in the Cathedral Safeguarding Handbook.
- Training relevant to tasks to be provided by supervisor.

Supervised by:

- The Cathedral Shop Supervisor.