**ROLE DESCRIPTION**

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| **Volunteer Role:** | Retail Assistant |
| **Team:** | Cathedral Welcome Team |
| **Member of Staff responsible:**  (if there is one] | General Manager |
| **Date of completion:** | March 2021 |

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| **1** | **Role Purpose** |
|  | To participate in providing a positive welcome to our visitors by serving them in the Cathedral’s shop which helps to raise funds for the running of the Cathedral. |
| **2** | **Tasks and activities to be undertaken** |
|  | The volunteer Retail Assistant role act as an ambassador for the Cathedral and, like volunteer colleagues in the Welcomers’ team, is varied and will include:   * welcoming and serving customers as they enter the shop * providing information, help and advice appropriate to visitors * operating the till to process sales and returns * selling tickets for Guided Tours * preparing stock, including sorting and pricing * creating shop displays * replenishing stock * stocktaking and other administrative tasks |
| **3** | **Contacts** |
|  | Members of the Enterprises team for information about stocks, till matters, rotas etc  The Volunteer and HR Co-ordinator for general volunteering advice;  The Guides team for information about guided tours and availability. |
| **4** | **Special Requirements** |
|  | A desire to understand and engage with the Cathedral’s Christian mission and comfort in supporting its role as a living church is essential.  Requirement to undertake mandatory training, including basic safeguarding training, and refresher training as appropriate. |
| **6** | **Skills** |
|  | No previous experience is required but we do need Retail Assistants who have:   * a warm, friendly and helpful manner; * excellent interpersonal skills with the ability to communicate effectively with a variety of stakeholders; * the aptitude and willingness to undertake a variety of different tasks; * basic level of IT literacy with the aptitude to input data, obtain information and operate a till |