**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
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| **3** | **Contacts** |
|  | Members of the Enterprises team for information about stocks, till matters, rotas etcThe 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
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