



ROLE DESCRIPTION FOR SHOP VOLUNTEER

Role Holder:

Role Title: Shop Volunteer

Responsible to: Volunteer Coordinator and Shop Manager

Support provided by: Shop Manager, Shop Assistant and Verger on Duty

Duration of role: As required and by agreement

Purpose:

To assist Shop Staff with any reasonable tasks

Key Tasks:

1. To greet customers as they enter the shop area.
2. To look after the front counter and process transactions through the till system.
3. To answer enquires relating to events in the Cathedral.
4. To help keep the merchandise clean and well displayed.
5. To help price and shelf stock.
6. To help wrap purchases.

Support

Training will be provided by the Volunteer Co-ordinator and Finance Manager and support will be provided by members of the Shop staff team, Verger on Duty and, for events, the Senior Responsible Officer

PERSON SPECIFICATION

- a) Welcoming and able to communicate to all people
- b) Able to work as part of a team
- c) Proactive and able to use initiative
- d) Able to maintain confidentiality
- e) Thorough with attention to detail
- f) Good timekeeper
- g) Able to work within government guidelines and those of the Church of England especially in respect of maintaining social distancing
- h) Willing to undertake training and accept supervision as appropriate
- i) Committed to working to the Cathedral’s safeguarding policies and practices and to completing the appropriate training
- j) Able to recognise the boundaries of the role and seek advice where appropriate
- k) Able to be flexible as tasks may change in line with government guidelines
- l) Sympathetic to the ethos, vision and ministry of the Cathedral

I confirm that I have received a copy of the role description set out above.

Signed: Print Name: Date:
(volunteer)

Signed: Date:
(on behalf of Lichfield Cathedral)