



PETERBOROUGH CATHEDRAL
Volunteer Role Description

Role	Shop volunteer
Department	Cathedral shop – Old Scarlett’s Emporium
Supervisor	Operations manager
Description	<p>Shop volunteers support Cathedral staff in daily running of the cathedral Gift shop.</p> <p>They play a vital role in shop operations from helping customers, looking after stock and maintaining shop floor standards (including cleaning shelves and display cabinets) to processing till transactions. Volunteers will be responsible for greeting all customers and assisting them throughout their visit. They should have good product knowledge, in order to promote our merchandise.</p> <p>Building connection and rapport with our customers is key to not only getting new clients, but also retaining the loyal ones. Therefore, volunteers should keep the use of mobile phones to a minimum whilst on duty to prioritise and provide excellent customer service. Volunteers should be aware of theft prevention, and the role they play.</p> <p>Volunteers may also be involved in the processing of online shop orders.</p>
Skills Needed	<ul style="list-style-type: none"> • Pro-active • Excellent communication and customer service skills • Sociable and friendly • Genuine and open • Flexible, adaptable to changes • Vigilant and focussed • Positive • Willing to learn • Able to use their own initiative to solve problems • Team player
Training Provided	<ul style="list-style-type: none"> • Product knowledge and visual merchandising • Policies, procedures and retail theft prevention • Till operating • Customer service journey • Mandatory safeguarding training for all volunteers • Basic DBS required
Work Schedule	<p>The shift options include:</p> <ul style="list-style-type: none"> • AM or PM shift between Monday and Saturday (10-1pm or 1-4pm) or 12-3pm shift on Sunday • Short evening shift when the shop is open during events