



Role Description: Pop-up Shop Volunteer

Event	Gaia, earth artwork by Luke Jerram Monday 19 th August – Sunday 15 th September 2019 Peterborough Cathedral
Department	Operations. Supervisor, Natalie Freeman
Key Contact	Ed Bailey, Volunteer Coordinator

Description:

- Serving customers (including handling cash and card transactions)
- Providing information on stock
- Restocking shelves and alerting their supervisor if stocks run low
- Keeping the area tidy
- Liaising with other Cathedral staff and volunteers to ensure a good visitor experience
- Maintaining good health and safety practices
- Assisting in evacuations
- Providing general information and directions within the Cathedral

Skills and Attributes Needed:

- Comfortable engaging with visitors of all ages, countries, cultures and backgrounds
- Good customer service skills
- Must have good numeracy and be able to learn to use the till and credit card machines
- Comfortable to learn key facts about Gaia and the Cathedral and communicate them to visitors
- Volunteers should be aged 18 and above
- It is not necessary to be a practising Christian, but we do ask staff and volunteers to be in sympathy with the mission of the Cathedral and to present the Cathedral in a positive light
- Volunteers should be aged 18 and above

Availability:

- If possible, we would like volunteers to be able to take on one day-long shift or two half-day shifts per week

- There is flexibility to allow for holidays and other commitments during the course of the exhibition

Training Provided:

- Volunteers will be required to come to a training session in advance of starting their role
- Training will be provided in aspects of shop work including the stock for sale, using card machines and customer service
- Training will also cover the details of the Gaia exhibition
- Volunteers will receive training in health and safety and the use of the equipment and facilities of the building
- It is mandatory for this role that Volunteers complete the appropriate level of Safeguarding training before they commence volunteering
- Volunteers are also required to abide by the Cathedral’s data protection policy in accordance with GDPR regulations

Work Schedule:

- The Pop-up Shop is open

Monday to Saturday	10:00am to 5:00pm	6:30pm – 9:00pm
Sundays	12:00 noon – 3:00pm	

Shift times are

Morning	9:50am – 1:00pm
Afternoon	12:50pm – 5:00pm
Evening	6:20 – 9:00pm
Sundays	11:50 – 3:00pm