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| **Role** | ***T.rex: The Killer Question*: Shop Volunteer** |
| **Department** | Cathedral shop |
| **Supervisor** | Duty manager/ Retail manager/ Volunteer Coordinator |
| **Description** | Shop volunteers support the Retail Manager in the daily running of the Cathedral shop. The exhibition’s dinosaur-themed merchandise will be based at the entrance to the main Cathedral shop. The role of the exhibition’s Shop Volunteer is to support customers when looking at the dinosaur related items, and to direct them to pay in the main shop. The exhibition shop volunteer will play a vital role in the shop operations, from assisting customers, looking after dinosaur related stock levels and maintaining shop floor standards.  Typically, across all exhibition volunteer roles, there will be up to 15 volunteers on duty for each shift, ensuring visitor and exhibition safety.  **Note:** This role is subject to two satisfactory references and confidential declarations in accordance with the Cathedral’s Safer Recruitment guidelines. |
| **Skills Needed** | * Pro-active with customers as they pass through the shop * Excellent, friendly communication and customer service skills * Genuine and open * Flexible, adaptable to changes * Vigilant and focused on stock to prevent theft * Professional and presentable * Positive and energetic * Able to use own initiative and solve problems * Team player * The minimum age for this role is 16 |
| **Training Provided** | * Product knowledge and visual merchandising * Policies and procedures, and retail theft prevention * Customer service journey * Mandatory Safeguarding training for all volunteers over 18 |
| **Work Schedule** | * The shop will be open at all times of the exhibition (18th July to 3rd September 2022). There is no minimum requirement on hours to be undertaken, however we ask that all volunteers aim to attend an average of one session a week. * All volunteers should give as much notice as possible if they are unable to attend a shift. |

*T. rex: The Killer Question* was produced and developed by The Natural History Museum, London.

Find out more about the exhibition at [www.peterborough-cathedral.org.uk/trex.aspx#about](http://www.peterborough-cathedral.org.uk/trex.aspx#about)