



SHOP HELPER

ROLE BRIEF

Role title Shop Helper

Position Volunteer

Reports to Shop Manager (Sharon Collier)

Purpose To serve visitors in the shop on behalf of Chapter.

Overview Guildford Cathedral is a place for everyone, offering a diverse range of activities throughout the year. Guildford Cathedral provides a friendly, supportive environment, in which volunteers are invited to contribute their skills and to grow in confidence/competence.

Desirable qualities/skills

A friendly, helpful, approachable personality. Positive outlook, willingness to learn. Numeracy honesty, reliability and trustworthiness. Functions well in a team. Willing to operate a till once trained. Experience in retail would be helpful.

Principle activities

1. Welcoming visitors to the Cathedral Shop in a friendly manner.
2. Processing sales and operating the cash till. Training is mandatory.
3. Assisting customers with selecting and finding items in the shop.
5. Cleaning and tidying displays when necessary.
6. Providing information regarding events in the Cathedral and Refectory.
7. All Shop Helpers should follow the guidelines set out in the role brief and Volunteer Policy.
8. All Shop Helpers should have an understanding of Safeguarding issues for both children and adults at risk of harm and attend any relevant courses if deemed necessary.
9. Undertaking any other tasks as are deemed appropriate to assist the smooth running of the Cathedral shop making best use of the experience, skills and abilities of each volunteer.

When and where

As part of a team rota you would be expected to offer regular times and dates which would be agreed with the Shop Manager. There are two shifts of 2-3 hours duration.

At the Guildford Cathedral Shop.



Support offered

You will be made aware of all guidelines relevant to your role and to the organisation. Training will be offered as relevant to the role.

Our Volunteer Policy details policies, procedures, expectations and support.

You will be required to sign a Volunteer Agreement confirming that you understand the role you are undertaking and that you have read all relevant policies and procedures as outlined in this Role Brief.

Benefits

- Up to 5 hours free on-site car parking.
- 10% discount on purchases in the shop.
- 10% discount in Seasons when on duty.
- Supportive atmosphere in which to develop new and existing skills.
- Bridging of awkward gaps on CVs/Recent relevant experience to offer.
- A confidence boost.
- Belonging to a large organization with plenty going on.
- References upon satisfactory completion of initial volunteering timespan.

Application process

If interested in this role, or you have further questions, you are welcome to contact Julie Mitchell, Volunteer Coordinator by email or telephone.

reception@guildford-cathedral.org
01483 547 885

You are welcome to send in your Curriculum Vitae, however, we will require you to fill in an application form and supply two references prior to commencing your role.

Also, there will be an initial trial period to ensure that the role suits. As part of your induction you will be provided with all the necessary information to enable you to thrive in your role.