



Shop VOLUNTEER

SUPERVISION: Shop Supervisor

TIME COMMITMENT: A weekly morning or afternoon shift, as agreed with the Supervisor, 9am – 1pm or 1pm – 5pm.

PURPOSE OF THE ROLE:

The shop is an important part of Cathedral life and is visited by many of those who come to the Cathedral. It is the role of volunteers to contribute to all tasks related to the running of the shop and to provide a warm and friendly welcome to all visitors.

VOLUNTEER PROFILE:

- Enthusiastic about the Cathedral
- Excellent communication and customer service skills.
- A positive, friendly, helpful attitude.
- Willing to undertake training on the EPOS system
- Able to operate as part of a team and to take instruction.
- Able to use initiative and judgement

DUTIES:

- To attend promptly for shifts as agreed.
- To operate the till efficiently.
- To be familiar with shop stock and its location.
- To keep the shop looking its best.
- To ensure shelves are always stocked up.
- To assist with pricing.
- To help customers with their enquiries and purchases.
- To contribute to the smooth running of the shop by helping with tasks as requested.

EXPECTATIONS:

- Volunteers at the Cathedral are expected to be in sympathy with the aims and purpose of the Anglican Church.
- Volunteers are representatives of the Cathedral and should at all times treat other volunteers, staff and visitors with respect and consideration. Volunteers should expect the same treatment in return.
- Volunteers are expected to dress and conduct themselves appropriately for the environment in which they are assisting.
- Volunteers should be familiar with the Cathedral Health and Safety Policy and the Safeguarding Guidelines.
- Volunteers are expected to notify their Manager if they are unable to attend for their volunteering session.
- Volunteers undergo a 4 week trial period before being assessed by the Shop Supervisor.

TRAINING:



All volunteers must undergo

- Safeguarding Training – Basic Awareness

A higher level maybe required depending on the role

Induction training which will include

- Health & Safety
- Fire
- Security
- 1st Aid (role dependant)

We will provide you with a Volunteer Handbook to help guide you through your volunteering. You will also be asked to sign a Volunteer Contract as part of the joining process.

The Cathedral is committed to safeguarding children, young people and vulnerable adults

SAFEGUARDING RESPONSIBILITIES

- Implement safe and healthy working practices
- Risk assess all activities
- Listen to other workers and volunteers
- Protect yourself
- Tell the Cathedral Safeguarding Officer or Clergy of any safeguarding concerns, however minor.
- Attend any Safeguarding training at the appropriate level for your role.

DO	DON'T
Report all concerns about safety or well-being of an individual to the:- • The Cathedral Safeguarding Officer • The Diocesan Safeguarding Team • The Police (where there is an immediate risk of harm to a person) • Carry out a personal risk assessment for lone working if appropriate • Keep a written record of all incidents or disclosure (signed and dated)	• Offer confidentiality when you have a duty to report all concerns for safety • Investigate disclosure; simply get clarification of detailed and report the information shared

BENEFITS:

- Active participation in the life of the Cathedral
- Excellent training, including access to experts and specialists
- Meeting and sharing knowledge with visitors from across the world
- Skills and CV development
- Access to 2 of the 10 free tickets allocated to Volunteers per Cathedral organised event on a first come first serve basis
- 10% discount in the Cathedral Shop, Café and Ten Fifty.
- A complimentary drink in the Café during each volunteering session.

Reviewed 2026