

Retail Volunteer Role Description

Volunteers in the Cathedral Shop are an important part of the welcoming face of the Cathedral. The shop will be run by a large group of volunteers, who will play an important role as the Cathedral develops as a 'Place for all People'

What will I be doing?

- Ń Assisting and serving customers
- Ń Welcoming customers with a smile
- Ń Process purchases through cash till
- Ń Accurate handling of cash and card transactions
- Ń Restocking goods
- Ń Creating sales displays of goods
- Ń Maintain a high standard of customer service
- Ń Maintain records of sales

Where will I be carrying out my tasks?

In the new Cathedral shop in Cathedral Square.

Volunteers in the shop need to be...

- Ń Comfortable with modern technology – computer, till and credit card machine
- Ń Comfortable handling money
- Ń Capable of working without constant supervision
- Ń Friendly and welcoming
- Ń Approachable with a pleasant and helpful manner
- Ń Organised and accurate
- Ń Security and safety conscious
- Ń Able to think on your feet

What should I understand?

The Cathedral is a place of Christian worship as well as a part of Sheffield's heritage. As part of the retail team you need to be aware of and be sympathetic to our Christian ethos and outlook.

What will I gain as a volunteer?

- Ń Experience of a retail environment that can help build your skills and CV
- Ń Satisfaction and support from being part of the Cathedral team
- Ń Support from our Volunteer Coordinator who works with volunteer teams throughout the Cathedral