

Soyuz Exhibition Shop Volunteer

Department – Operations
Supervisor – Vanessa Hart



Description:

- Serving customers (including handling cash and card transactions)
- Providing information on stock
- Restocking shelves and alerting their supervisor if stocks run low
- Keeping their 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 Needed:

- Comfortable engaging with visitors of all ages, countries, cultures and backgrounds.
- Should have 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 Soyuz 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

Availability:

- Volunteers should be aged 18 and above
- If possible, we would like Volunteers to be able to take on a one day-long shift or two half-day shifts per week
- There is flexibility to allow for holidays, university term time and other commitments during the course of the exhibition
- Volunteers will be required to come to a training session in advance of starting their role

Training Provided:

- 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 Soyuz exhibition
- Volunteers will be provided with an overview of the history and architecture of the Cathedral, its layout and key staff
- Volunteers will also receive training in health and safety and use of the equipment and facilities of the building

Work Schedule:

- The Soyuz Exhibition is open Monday to Saturday, 10am to 4.30pm and on Sundays from noon
- There will also be a number of evening events.