

## **Volunteer Role Description: Gift Shop Volunteer**

### **Thank you for your interest in becoming a Gift Shop Volunteer at Carlisle Cathedral**

#### **About the Cathedral:**

Carlisle Cathedral stands at the heart of the City. Founded in 1122 by Henry I, the Cathedral is one of the oldest and best-known buildings in Carlisle. It is a key heritage asset and landmark within the City's 'Historic Quarter'. The great monastery in Carlisle was dissolved on 9 January 1540 and the new foundation, the Cathedral Church of the Holy and Undivided Trinity, came into being in 1541.

Carlisle Cathedral is an everyday church, offering almost 1300 services every year. We are open and active every day of the year and we welcome over 150,000 visitors, worshippers and pilgrims per annum. Our team of over 100 volunteers support all aspects of the Cathedral's day to day operation.

In 2019 the Cathedral underwent one of the most significant periods of change in a generation – both physically and culturally. The exciting work on the medieval Fraternity, the Undercroft and new Cathedral Café will create a hub for activity at the heart of the precinct. With a new education and learning centre and a new events and venue hire business the Cathedral is preparing for the next 900 years.

#### **Ethos**

The Cathedral exists to proclaim the Christian faith. We ask that our volunteers have an understanding of and sympathy with the Cathedral's overall mission. It is important that everyone who works or volunteers here understands the importance of remaining sensitive to the Cathedral's primary purpose as a place of worship, whilst generating the visitor income we rely on to support the ministry of the Cathedral.

#### **Safeguarding and Safer Recruitment**

The Cathedral is committed to safeguarding children, young people, vulnerable adults, and all who come into our care. As part of this we ask that everyone who works and volunteers at the Cathedral undertakes a safer recruitment process which is commensurate with the nature and form of the role. In all cases this will require you to be aware of and comply with the Cathedral Safeguarding Policy, the completion of a confidential declaration and to complete some level of basic safeguarding training.

#### **About this role:**

Gift Shop Volunteers play a vital role in the visitor experience at the Cathedral and are often the first point of contact for our visitors. We aim to provide a world-class welcome to all, by all. Meeting-and-greeting visitors, answering queries, providing information, and encouraging donations are key activities in this role.

Gift Shop Volunteers are located in the Cathedral Gift Shop, welcoming visitors, pointing out where they can find further information about the Cathedral and encouraging visitors to buy a Guidebook or a special memento of their visit from our retail selection.

#### **Main duties for this role:**

*In the Welcome Centre*

- Assisting visitors with enquiries and providing information
- Selling gifts and merchandise, using the EPOS system
- Directing clients to the Fraternity and café for events; acting as a reception point for such events

- Maintaining good standards of display for printed leaflets and shop stock
- Maintaining communication with the Welcomer to manage capacity and flow of visitors
- Opening/Closing the EPOS till system

#### *General*

- Keeping up-to-date with the Cathedral's services and events
- Proactively engaging with visitors on a conversational level about their visit to the Cathedral and to the city
- Providing information about the wider offer in Carlisle, or signposting visitors to places to find that information
- Wearing a 'Volunteer' or name badge at all times when on duty
- Awareness of all emergency and housekeeping policies and procedures
- Actively promoting the Cathedral's activities and events

#### **Are you suitable for this role?**

Our Gift Shop Volunteers are here to help our visitors get the best from their time at the Cathedral. If you have a friendly disposition and are happy to chat to people from all walks of life and from all over the world this could be the role for you.

*You should also be:*

- Confident talking to strangers and sharing your enthusiasm
- Willing to attend occasional training sessions to keep up-to-date with changes in technology and policy
- Able to work well under pressure and stay focussed at busy times
- Happy to be part of a large but disparate team of volunteers
- Able to be on duty for up to three hours

*In return for your time the Cathedral offers:*

- Opportunities to meet new people and to share your enthusiasm for the Cathedral and the City
- Opportunities for training and development
- A supportive and friendly environment as part of a team of like-minded volunteers
- A feeling of being part of something bigger – becoming an integral part in sustaining our magnificent Cathedral for the next generations
- Regular news and updates about our events and activities

#### **Commitment**

The Cathedral is open seven days a week, 365 days a year. Our Cathedral Gift Shop will be open from 10.00am Monday to Saturday. Gift Shop Volunteers sessions are:

10.00am – 12.30pm

12.30pm – 3.00pm

We would appreciate a commitment to at least one session per fortnight as this helps to keep information fresh and offers visitors a consistent experience. You will be asked to attend training sessions which may fall outside of your usual volunteering pattern.

To apply, please complete an application form, available in person or download form the website.