

## VOLUNTEER ROLE DESCRIPTION

### TEMPORARY VOLUNTEER CATHEDRAL SHOP MANAGER

The Cathedral seeks to appoint a temporary Shop Manager to work 10-15 hours per week from the end of January 2017.

#### Introduction

Dating back to 1180 the original chapel dedicated to Thomas of Canterbury became a parish church in the 14<sup>th</sup> century and a cathedral in the 20<sup>th</sup> century. Covering south-east Hampshire, Portsmouth and the Isle of Wight the Cathedral is the centre of a vibrant Christian community offering worship and mission. It acts as the seat of the Bishop of Portsmouth and is a focal point for diocese-wide services and events.

As a volunteer here you join a dedicated team of clergy and lay personnel, both employed and volunteers, who seek to deliver the highest standards of Christian community and service through our daily services and in acting as a venue for exhibitions, concerts and visits.

#### Overview

The shop contributes significantly to both the finances and mission of the Cathedral. In 1982 it was decided to have a bookshop in the Cathedral "as part of the Cathedral's wider contribution to education generally ..... to provide for the needs of those who wish to explore their faith and deepen their spirituality by reading." The "shop" began as a trestle table for books and a box for the money. The shop has since developed to stock gifts, greetings cards, CDs, souvenirs, guide books and leaflets. In recent years hospitality has also been offered through a coffee machine and the shop sells tickets for events at the Cathedral and sales of art during exhibitions.

The shop is open 10am-4pm Monday to Saturday and Sunday mornings throughout the year with the exception of Christmas Day and Good Friday. It is staffed by a dedicated team of 18 enthusiastic volunteers who normally work three hour shifts. The shop volunteers, alongside the Guides and Cathedral Staff, act as a welcoming presence and information point in the Cathedral for visitors and neighbours alike.

#### The Role of a Volunteer Shop Manager

- To ensure the smooth running of the Cathedral Shop.

#### Specific Responsibilities

##### Retail

- ✦ Monitoring stock levels and managing deliveries, unpacking and pricing
- ✦ Liaison with suppliers and customers including, other churches
- ✦ Ensuring that the shop is clean and tidy at all times.

## **Financial management**

- ✦ Maintaining accurate sales records through proper use of the till system
- ✦ Ensuring all purchases and sales are accounted for appropriately and all necessary information supplied to the Finance Officer in a timely way
- ✦ Carry out stock takes as required and liaise closely with the Chapter Clerk to ensure accurate records are maintained.

## **Staff management**

- ✦ Supervision of the shop volunteers' rota to ensure where possible that the Cathedral Shop is open at the specified times
- ✦ Liaison with the Chapter Clerk regarding recruitment of new volunteers
- ✦ Ensuring that any new volunteers are appropriately trained in customer service, sales, security and health & safety matters
- ✦ Ensuring good customer service.

## **General**

- ✦ Organising regular shop staff meetings
- ✦ Being available for occasional special evening opening times outside normal hours.
- ✦ Liaising with the Head Verger, Maintenance & Cleaning Supervisor and other Cathedral staff as necessary.
- ✦ Meet regularly with the Chapter Clerk and provide a regular report to Chapter
- ✦ Be aware of Lone Worker issues.
- ✦ Adhere to all policies and guidelines of Portsmouth Cathedral

Hours are an estimated 10-15 hours per week including some Saturdays and Sundays.

## **Responsibility**

As a Volunteer Shop Manager you will be responsible to the Chapter Clerk.

## **Role Requirement**

- Good proven IT and administrative skills.
- Good proven organisational and planning skills.
- Strong interpersonal and communication skills.
- Knowledge of financial management
- Proven ability to work as part of a team and under own initiative.
- Ability to gain the respect and confidence of the wider public, our own volunteers and staff.
- Flexible, proactive and adaptable approach to working in a highly complex and busy Cathedral
- A flexible attitude and willingness to assist in a range of duties
- A keen interest in Cathedrals as a place to enrich people's lives
- Experience of merchandising, stock control and shop display
- Empathy with the beliefs and values of the Christian Faith and the aims and objectives of the Church of England.

## **Safeguarding – Disclosure and Barring Service**

This role is subject to a Disclosure and Barring Service check.

## **Training & Support**

- Initial induction and training will be given by the Volunteer Shop Manager and the Chapter Clerk
- Access to the Cathedral IT system will be provided.