



THE CATHEDRAL AND
ABBAY CHURCH OF
SAINT ALBAN

Cathedral Enterprises – Shop Volunteers Role Description

Role title	Shop & Box Office Assistant
Organisation and who benefits	<p>St Albans Cathedral is the number one destination in St Albans and attracts approximately 200,000 visitors per year from the UK and abroad. It is the oldest site of continuous Christian worship in Britain and houses the shrine of Saint Alban to this day. We have a large and active congregation and enjoy a dual role of being both a parish and cathedral church, making it a centre for worship and mission with a high local and national profile.</p> <p>The Cathedral is a thriving centre of activity for the community, hosting hundreds of events and services throughout the year. We have a very active Learning Department with an award-winning Education Centre, and is world-renowned for its musical tradition, hosting a wide range of concerts, recitals and the bi-annual International Organ Festival.</p> <p>Currently, St Albans Cathedral is undergoing a £7 million major development project, supported by the Heritage Lottery Fund, which will reveal the importance of Britain's first saint, Alban, and raise the profile of the Cathedral built in his honour. As part of this ambitious project, we are developing a number of activities designed to attract new audiences and engage with existing audiences in innovative and exciting ways.</p> <p>More information can be found on our website: https://www.stalbanscathedral.org/</p>
Purpose	<p>To be a member of the Cathedral team welcoming visitors to the building and ensuring a sense of belonging for the visitor.</p> <p>Helping to maintain the Cathedral by participating in generating income for the organisation.</p>
Main tasks	<p>Working as part of a team in the Cathedral Shop, soon to be located in the new Welcome Centre to:</p> <ul style="list-style-type: none"> • Welcome and assist customers with a smile and ensure their shopping experience is enjoyable • Ensure goods are labelled and well displayed • Handle payments via the till • Provide Box Office assistance both in person and on the telephone: sale of tickets for concerts, events, courses and talks
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Prior experience in retail not required • Welcoming and friendly attitude • Basic computer skills an advantage e.g. booking tickets at home
DBS check required?	A DBS check is not required for this role.

When	<p>The shop opening times are: Monday to Friday 10.00am - 4.45pm Saturday 10am - 3.45pm Sunday 1.00pm - 5.00pm</p> <ul style="list-style-type: none"> • The usual weekday shift is 2hrs 15mins and will be on a weekly or fortnightly rota • The weekend shifts can vary and therefore be more flexible according to staffing level on a particular day. The supervisor will advise
Where	<p>The Cathedral Shop currently in the South Transept – From mid 2019 the shop will be in the new Welcome Centre</p>
Support offered:	<p>Full training provided on:</p> <ul style="list-style-type: none"> • Using the till – most items in the shop can be scanned using barcodes; payments can be taken in cash or by credit and debit card • Using PDQ terminals • Box Office system <p>All Cathedral volunteers are required to participate in Safeguarding Awareness Training – available to complete online and also to attend relevant role refresher training and other necessary training when necessary</p> <p>Will report to a retail manager or supervisor. They delegate your tasks and are the first port of call if there are any issues, either from you or the customers.</p>
What could volunteers get out of it?	<ul style="list-style-type: none"> • Experience in a retail setting • Being part of the Cathedral community • Meeting new people • Interaction with the public • Being a member of a team
Other information:	<ul style="list-style-type: none"> • Annual Volunteers’ Evensong and Thank you event • Supervisor: Julia Cammack enterprises@stalbanscathedral.org and 01727 890213