**ROLE DESCRIPTION**

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| **Volunteer Role:** | Cathedral Guide |
| **Team:** | Cathedral Welcome Team |
| **Volunteer Team Leader:** | Judith Lee |
| **Member of Staff responsible:** | Volunteer and HR Co-ordinator |
| **Date of completion:** | May 2020 |

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| **1** | **Role Purpose** |
|  | To participate in providing a positive welcome to all our visitors as part of the Cathedral Welcome Team. To engage with visitors around the Cathedral, highlighting the points of interest and imparting historical information and answering any questions. To take visitors on a Guided Tour of the Cathedral, delivering it with confidence and clarity within a limited timescale.  |
| **2** | **Tasks and activities to be undertaken** |
|  | The Cathedral Guide acts as an ambassador for the Cathedral and, like other visitor-facing volunteer colleagues in the Welcome Team, will include:* welcoming and engaging visitors as they walk around the Cathedral
* providing information, help and advice appropriate to visitors as a Roving Guide and as part of a Guided Tour
* promoting visits to the Cathedral shop
* having knowledge of services and events taking place in the Cathedral while on duty
* to be aware of all emergency procedures – fire evacuation; first aid; pastoral concerns - and how to locate a Verger
* to promote donations to the Cathedral when appropriate
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| **3** | **Contacts** |
|  | The Volunteer and HR Co-ordinator for general volunteering advice;The Visitor Experience ManagerThe Head Verger and his teamMembers of the Enterprises team for information about the Cathedral Shop |
| **4** | **Special Requirements** |
|  | A desire to understand and engage with the Cathedral’s Christian mission and in supporting its role as a living church is essential. Successful completion of the Cathedral Guide Training Course To undertake any mandatory training given Church of England Safeguarding Training – Basic Awareness |
| **6** | **Skills** |
|  |  * a warm and friendly manner;
* excellent interpersonal skills with the ability to communicate effectively with a variety of visitors;
* good time management
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