VOLUNTEER ROLE DESCRIPTION

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| **Volunteer Role:** | Welcomer |
| **Team:** | Cathedral Welcome Team |
| **Volunteer Team Leader:**  | Louise Harris |
| **Member of Staff responsible:**if there is one] | Volunteer and HR Co-ordinator |
| **Date of completion:** | May 2021 |

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| **1** | **Role Purpose** |
|  | To participate in providing a positive and sensitive welcome to all our visitors as part of the Cathedral Welcome Team.Our ‘Welcome’ is at the heart of all that we do in the Cathedral.  |
| **2** | **Tasks and activities to be undertaken** |
|  | The Welcomer 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 enter the Cathedral
* providing information, help and advice appropriate to visitors
* informing visitors of the times of the ‘drop in’ Guided Tours and where to purchase tickets; how to locate the Roving Guide
* 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
* being sensitive to a visitor who may be distressed and how to find help from the Vergers
* 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 Head Verger and his teamThe Cathedral Guides for information about the history of the Cathedral and guided tours Members 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. Requirement to undertake mandatory training, including basic safeguarding training.  |
| **6** | **Skills** |
|  | No previous experience is required but we do need Welcomers who have:* a warm, friendly and helpful manner;
* excellent interpersonal skills with the ability to communicate effectively with a variety of visitors;
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