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 |
| **3** | **Contacts** |
|  | The Volunteer and HR Co-ordinator for general volunteering advice;  The Head Verger and his team  The 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; |