

VOLUNTEER ROLE DESCRIPTION

Role Title	Security and Stewarding
Time	2.5 hour shifts at least once a week
Description	You will be responsible for ensuring visitors to the Cathedral are kept safe and work within the requirements of health and safety, safeguarding and management of security
Tasks	<ul style="list-style-type: none"> • To ensure that visitors are given a warm and friendly welcome and comply with health and safety guidelines • To respond to visitor questions with firmness and tact and signpost where necessary • To ensure that any health and safety issues are identified and dealt with promptly or escalated to the floor manager/verger • To manage the entry and exit to the Cathedral, ensuring that queuing is well managed and signposting is clear • To be pro-active in identifying and managing risks, including security concerns • To work within Safeguarding guidelines for safe working practices and ensure any concerns are identified and passed onto your Manager
What we are looking for	<ul style="list-style-type: none"> • Understanding of Health and Safety practice and risk assessments • Good communication and interpersonal skills • Awareness of customer service and to be friendly and welcoming, with the aim to delight visitors • Ability to handle people with tact and firmness • Ability to give calm clear instructions • Team working skills • Understanding of the ethos of the Cathedral and its visitors and worshippers