

VOLUNTEER ROLE DESCRIPTION

Role Title	Welcomer
Time	2.5 hour shifts at least once a week
Description	You will be responsible for ensuring visitors to the Cathedral are given a warm welcome, given the information they need to enjoy their visit, signposted, know how to donate to the Cathedral and know the health and safety guidelines
Tasks	<ul style="list-style-type: none"> • To ensure that visitors are welcomed, engaged and informed about their visit • To respond to visitor questions with firmness and tact and signpost where necessary • To offer the opportunity for visitors to make a donation to the Cathedral or to purchase guidebooks etc • To ensure that any health and safety issues are identified and dealt with promptly or escalated to the floor manager/verger • To give information about the Cathedral and the facilities available • To be pro-active in identifying and managing risks • 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"> • Awareness of customer service, to be friendly and welcoming and aim to delight visitors. • Good communication and interpersonal skills • Ability to handle people with tact and firmness • Ability to give calm, clear instructions • Ability to ask for donations and handle simple sales transactions • Team working skills • Passion for the Cathedral and its heritage and history • Understanding of Safeguarding and Health and Safety measures