

Volunteer Learning Guide

Job Title	Volunteer Learning Guide
Section/Team	Learning and Undercroft Team
Reporting to	Daniel Parnell (Director of Learning & Community Engagement)
Date of issue	April 2021

Overall purpose of the post

Volunteer Learning Guides are key personnel in the work of the learning team. They are responsible to assist the activities of the learning team to ensure a quality experience for education groups. Their primary responsibility is to lead tours and or workshops and activities with the visiting groups.

Job description

Main responsibilities

- To provide well-presented, timely, and historically accurate tours and/or workshops for learning groups on topics including, the Cathedral as a place of Christian worship, monasticism, architecture, stained glass, monuments, and the history and famous faces associated with the Cathedral as appropriate given the individuals knowledge and experience.
- To answer questions and enquiries, doing their best to find the answers if they do not immediately know them themselves.
- To manage visitors' expectations when areas of the Cathedral are closed for events.
- To assist the preparation of resources and setup and take down of activities as required.

Health and Safety

- To support Cathedral operations, implementing Safeguarding practice and ensuring the safety and security of the Cathedral and its visitors, by acting as its eyes and ears on the ground and immediately reporting any concerns to their line manager;
- To report any incidents of anti-social behaviour on the Cathedral site to their line manager.
- To support the safe evacuation of education groups in the event of an emergency such as a fire.

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<p>Training & development</p>	<ul style="list-style-type: none"> ▪ To take part in training and development activities as required. ▪ To commit to an ethos of continued learning and development to ensure an excellent learning experience for education groups.
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Person specification

Volunteer Education Guides must:

- be positive, approachable and welcoming
- be clear and confident speaking to a range of ages and abilities, particularly children
- be good listeners
- be punctual and reliable
- work well in a team
- have good interpersonal skills
- be respectful to visitors and peers
- have a smart appearance
- be able to respond calmly to situations arising in the Cathedral
- have an interest in the work and sympathetic to the values of the Cathedral
- have an interest in history, particularly those periods associated with the Cathedral, and seek to learn more about the history of the Cathedral.
- be willing to develop knowledge and skills through training sessions provided by the learning team.
- have the ability to relate to and engage at the appropriate level for the education group
- have the understanding of, or willingness to learn, techniques to teach and engage disengaged young people or those with learning needs
- have an understanding of the Christian faith and the role of the Cathedral as a Christian place of Worship
- be flexible and able to adapt to a changing work environment