



**ROLE DESCRIPTION FOR EVENT VOLUNTEER**

Role Holder:

Role Title: Event Volunteer

Responsible to: Volunteer Coordinator and Senior Responsible Officer

Support provided by: Volunteer Coordinator, Senior Responsible Officer and Verger on Duty

Duration of role: As required and by agreement

**Purpose:**

To provide a warm welcome to visitors to Cathedral events, such as Poppy Fields and Cathedral Illuminated and assist in directing them around the events

**Key Tasks:**

- To provide a warm and friendly welcome to the Cathedral and give clear directions to assist visitors
- To direct people either inside or outside the Cathedral
- To manage queues and control the flow of visitors through the event
- To work as part of a team and use radios to communicate with team members
- To respond to instructions and to assist in the case of an evacuation
- To ensure visitors have the best experience possible

**Support**

This will be provided by Volunteer Coordinator, the Senior Responsible Officer and the Verger on Duty. Volunteers will attend a training sessions (either in person or online) before the event and a briefing session at the start of each shift.

**PERSON SPECIFICATION**

- a) Welcoming and able to communicate to all people
- b) Able to work as part of a team
- c) Proactive and able to use initiative
- d) Able to work within government guidelines and those of the Church of England especially in respect of maintaining social distancing
- e) Willingness to undertake training and accept supervision as appropriate
- f) Committed to working to the Cathedral’s safeguarding policies and practices and to completing the appropriate training
- g) Able to recognise the boundaries of the role and seek advice where appropriate
- h) Able to be flexible as tasks may change in line with government guidelines
- i) Sympathetic to the ethos, vision and ministry of the Cathedral

I confirm that I have received a copy of the role description set out above.

Signed: ..... Print Name: ..... Date: .....  
(volunteer)

Signed: ..... Date: .....  
(on behalf of Lichfield Cathedral)