



ROLE DESCRIPTION FOR FRONT OF HOUSE VOLUNTEER – Test and Trace

Role Holder:

Role Title: Front of House Volunteer

Responsible to: Volunteer Co-ordinator

Support provided by: Volunteer Co-ordinator and Verger on Duty

Duration of role: As required and by agreement

Purpose:

To offer visitors a warm welcome to the Cathedral and assist them in checking into the venue, either by using the Test and Trace App or by completing a paper form.

Key Tasks:

To welcome visitors to the Cathedral.

To ask all visitors to check into the venue either by using the Test and Trace App or by completing a paper form.

To provide assistance to visitors checking in as needed.

To manage the queue (if there is one) outside the building.

To be firm but sympathetic.

To answer visitors' questions about the check-in process, opening times and locations of amenities

To maintain the ambiance of the Cathedral.

To work with the Verger team.

To direct visitors to the Welcome Desk once they have checked-in.

To work with the Welcomer volunteers and direct queries about the Cathedral and its history to them.

Support

This will be provided by the Verger on Duty and the Volunteer Co-ordinator

PERSON SPECIFICATION

- a) Welcoming and able to communicate to all people
- b) Able to work as part of a team
- c) Ability to be firm but fair
- d) Proactive and able to use initiative
- e) Able to work within government guidelines and those of the Church of England especially in respect of maintaining social distancing
- f) Willingness to undertake training and accept supervision as appropriate
- g) Committed to working to the Cathedral's safeguarding policies and practices and to attending the appropriate training.
- h) Able to recognise the boundaries of the role and seek advice where appropriate
- i) A good listener
- j) Able to maintain appropriate confidentiality
- k) Able to be flexible as tasks may change in line with government guidelines.

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)