



Volunteer Welcomer Role Description

Role title:	Volunteer Welcomer
Managed by:	Volunteer Co-ordinator
Operational Manager:	Volunteer Co-ordinator, Verger on duty
Location of role:	Lichfield Cathedral

Main purpose:

To offer a warm and friendly welcome and exit to all visitors to the Cathedral.

Key tasks:

- To greet visitors and put their needs first including being sensitive to their differing expectations and reasons for visiting the Cathedral including to pray or to light a candle
- Engage with visitors helping them to navigate to specific locations, treasures and points of interest.
- Help manage queues of visitors that might gather as they approach the Welcome Desk.
- To inform visitors about the different types of tours that are available and arrange bookings.
- Offer reassurance to the visitor that the Cathedral is free to enter.
- Ensure that a farewell greeting is given to all departing visitors.
- Signpost visitors to toilets, shop, and know about times of worship and other events / exhibitions in the Cathedral.
- Explain to visitors how they give donations and signpost them to donation points.
- To maintain the Cathedral's high expectations in matters of security and health and safety.

To carry out the role, you will be provided with initial training as follows:

- You will be assigned to an experienced Welcomer who will act as your mentor during the induction process
- You will be invited to assist a Welcomer for a minimum of 4 sessions, each one lasting two hours. Typically, the first and last of these will be with your mentor and at least two in between will be with other Welcomers so that you see the role performed in a variety of ways
- As you move towards your accreditation you will be expected to play a leading role and to demonstrate your ability to work in partnership with another Welcomer
- When your mentor is satisfied that you can give a competent and consistent service they will recommend you for accreditation by the Welcomer Training Co-ordinator

Person specification

- Be an effective communicator, able to relate to diverse groups i.e. different ages, faiths, social and ethnic backgrounds, abilities and disabilities
- Be able to act autonomously and with discretion reacting to quiet and busy periods.
- Understand the Cathedral's role as a centre of worship and mission and as the Mother Church of the Diocese
- Be sympathetic to the Cathedral's Christian ethos, vision and ministry
- Be willing to learn about aspects of the history and architecture of the Cathedral and its treasures (you will receive a training session on this as part of your induction process)
- Able to use a card payment system (training will be provided)
- Able to work within government guidelines and those of the Church of England especially in respect of maintaining social distancing

- Committed to working to the Cathedral's safeguarding policies and practices and to attending the appropriate training.
- Able to recognise the boundaries of the role and seek advice where appropriate

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

Signed: _____

Date: _____

Signed: _____

Date: _____

(on behalf of Lichfield Cathedral)