

Role	Exhibition volunteer for “Monsters of the Sea”
Department	Operations
Supervisor	Duty manager/ Volunteer Coordinator
Description	<p>This is a mixed and varied customer facing role ensuring the successful delivery of the Monsters of the Sea exhibition. Typically, there will be around 6 volunteers on duty for each shift, ensuring visitor and exhibition safety.</p> <ul style="list-style-type: none"> • Providing information about the exhibition and more general information about the Cathedral as required • Ensuring that visitors are welcomed and enjoy their visit • Directing visitors ensuring safe flow of traffic, walking around the exhibition to monitor the safety of visitors and the exhibits themselves (ie: no touching, climbing on exhibitions) although there will be the opportunity to sit down during less busy periods in certain areas • Liaising with other Cathedral staff and volunteers to ensure a good visitor experience • Assisting in evacuations or emergency protocols, where necessary • Escalating any issues with the animation etc of the exhibitions appropriately and in a timely manner • Those volunteering in the shop will support customers when looking at merchandise, maintaining shop floor standards and by being an active physical presence will help to deter theft. Use of the till will not be required • Those ticket checking will be using handheld ticket scanners to check tickets as visitors arrive <p>Note: The role is subject to two satisfactory references as per the Cathedral’s Safer Recruitment guidelines.</p>
Skills needed	<ul style="list-style-type: none"> • Good communicator • This role will require the volunteer to be on their feet during busy periods to assist customers, but seating will be available for quieter periods • Able to offer a high level of customer service when dealing with queries or complaints. Able to appropriately escalate issues to duty manager • The minimum age for this role is 16 • Confident enough to approach people to ensure the safety of the visitors and the exhibits themselves
Training provided	<ul style="list-style-type: none"> • All volunteers will complete an induction either face to face or online before the start of the exhibition which will cover orientation of the exhibition, customer service, safeguarding and emergency procedures
Work schedule	<ul style="list-style-type: none"> • There is no minimum requirements on hours to be undertaken, however we ask that all volunteers aim to attend on average of one session a week • All volunteers should give as much notice as possible if they are unable to attend a shift

	<ul style="list-style-type: none">• Opportunities to continue volunteering after the exhibition will be discussed with interested volunteers at the end of the exhibition
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