



PETERBOROUGH CATHEDRAL
Volunteer Role Description

Role	Volunteer Events Assistant
Department	Operations / Events
Supervisor	Events Manager
Description	<ul style="list-style-type: none"> • Provide marshalling for special events that take place inside the Cathedral or outside in the Precincts • Meeting and greeting visitors. Welcome events attendees, check tickets, take or sell tickets as necessary, and assist attendees in finding seats. • Provide assistance to attendees as needed, including those with special requirements. • Help with tasks such as selling programmes, handing out flyers for other Cathedral events as attendees exit. • Assist in selling refreshments (hot drinks, cold drinks, and snacks), during and after events • To assist, as directed, in the event of an emergency evacuation. • Help set up ahead of an event, including refreshments and ticket sales. • Help, if necessary, move furniture in advance of and during events to meet client's expectations • After the event, help clear up, and reset the area(s) as necessary. • Answering visitors' questions about the Cathedral, and directing visitors to Cathedral facilities. • Maintaining good health and safety practices.
Skills Needed	<ul style="list-style-type: none"> • Flexibility, each event is different and will therefore require varied services and skills • Good at engaging with the public – friendly, smiling and outgoing. • Comfortable engaging with visitors of all ages, countries, cultures and backgrounds. • Should have good customer service skills. • Physically capable of standing during most of a shift as well as able to assist visitors in case of evacuation. • Must be willing to handle cash and credit card machines (training will be provided) in accordance with the Cathedral's policies and procedures. • Willing to help set up, serve and clear away basic refreshments (including tea, coffee and snack items) • It is not necessary to be a practicing Christian, but we do ask staff and volunteers to be in sympathy with the mission of the Cathedral and to present the Cathedral in a positive light.
Training Provided	<ul style="list-style-type: none"> • Training on emergency procedures and good customer service will be provided • Mandatory Safeguarding training • Each event will start with a staff and volunteer briefing which will include any other event specific training required. E.g. how silent disco headphones operate.



PETERBOROUGH CATHEDRAL
Volunteer Role Description

Work Schedule	<ul style="list-style-type: none">• This role offers the opportunity of flexible volunteering. Volunteers will be notified of upcoming events and will respond with their availability so that a rota can be established. Sometimes events occur at short notice and on occasion are subject to cancellation.• This includes; day time, evenings, weekends and public holidays.
----------------------	--