



**PETERBOROUGH CATHEDRAL**  
**Volunteer Role Description**

<b>Role</b>	Volunteer Welcomer
<b>Department</b>	Operations
<b>Supervisor</b>	Staff Welcomer on the day (Operations Manager)
<b>Description</b>	<p>The position of welcome supports the mission and outreach of the cathedral as it seeks to engage local, diocesan, national and international communities in the worship and heritage of this ancient, sacred space.</p> <p>Welcomers should greet all visitors as they arrive to the cathedral. They act as an information point introducing people to the cathedral, record visitor numbers, promote tours, events and activities, help to ensure the building is showcased to a high standard, provide information about the wider area, ensure the safety of visitors and escalate any concerns re safety to the security team.</p> <p>Volunteers may be involved in taking till payments for events that are pay on the door.</p> <p><b>As the Cathedral does not charge an admission fee, welcomers are required to encourage donations, either cash or contactless, from the public as they arrive at the Cathedral.</b></p>
<b>Skills Needed</b>	<ul style="list-style-type: none"><li>• Good communicator with people from all backgrounds</li><li>• Team player and proactive in engaging with all visitors</li><li>• Able to adapt to meet the varied demands of the Cathedral</li><li>• Good time keeping</li><li>• Welcoming, warm and friendly</li><li>• Confident enough to encourage donations to visitors</li></ul>
<b>Training Provided</b>	<ul style="list-style-type: none"><li>• Basic DBS check</li><li>• Mandatory safeguarding training</li><li>• On the job mentoring working alongside a staff member or experienced volunteer</li><li>• Regular donation refresher training provided</li></ul>
<b>Work Schedule</b>	<p>The shift options include:</p> <ul style="list-style-type: none"><li>• AM or PM shift between Monday and Saturday (10-1pm or 1-4pm) or 12-3pm shift on Sunday</li><li>• Short evening shift when they shop is open during events</li></ul>