



Role Description: Exhibition Assistant

Event: Gaia, earth artwork by Luke Jerram
Monday 19th August – Sunday 15th September 2019
Peterborough Cathedral

Department Operations

Key Contact Ed Bailey, Volunteer Coordinator

Overview A mixed and varied customer facing role ensuring the successful delivery of this exciting event. Typically, there would be 6 volunteers on duty and there would be rotation between different roles e.g. ticket selling, ticket checking and floor walking. The exhibition is open during the day but the main need for Volunteer Exhibition Assistants is during evening opening times and on Sunday afternoons.

Duties and tasks:

- Meeting and greeting evening visitors to the Gaia exhibition
- Checking visitor tickets
- Selling tickets to visitors 'on the night'
- Providing information about Gaia, the exhibition and more general information about the Cathedral
- Ensuring that visitors are made welcome and enjoy their visit
- Recording visitor numbers
- Directing visitors to the Gaia exhibit and other areas of the Cathedral
- Floor walking around the Cathedral and the exhibit
- Keeping the area tidy
- Liaising with other Cathedral staff and volunteers to ensure a good visitor experience
- Maintaining good health and safety practices
- Assisting in evacuations, where necessary

Skills Needed:

- Comfortable engaging with visitors of all ages, countries, cultures and backgrounds
- Good customer service skills
- Comfortable learning key facts about Gaia and the Cathedral and to communicate these to visitors
- Volunteers should be aged 18 and above

- It is not necessary to be a practising 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

Availability:

- If possible, we would like volunteers to be able to take on a minimum of one shift per week. Shift times are:
Weekdays 6:30pm – 9:30pm (arrive at 6:15pm)
Sunday 12:00pm – 3:00pm (arrive 11:50am).
- There is flexibility to allow for holidays and other commitments during the course of the exhibition

Training Provided:

- Volunteers will be required to come to a training session in advance of starting their roles which will cover the details of the Gaia exhibition and customer service
- Volunteers will also be provided with an overview of the history and architecture of the Cathedral, its layout and key staff
- Volunteers will also receive training in health and safety and use of the equipment and facilities of the building
- It is mandatory for this role that Volunteers complete the appropriate level of Safeguarding training before they commence volunteering
- Volunteers are also required to abide by the Cathedral's data protection policy in accordance with GDPR regulations

Work Schedule:

The Gaia exhibition will be at the Cathedral from Monday 19th August to Sunday 15th September.

Volunteers will be required from 6:30pm – 9.30pm Monday to Saturday. Sunday 12:00pm – 3:00pm.