

Soyuz Exhibition Welcomer and Soyuz Exhibition Information Guide



(Two on duty at all times)

Department – Operations, Supervisor - Vanessa Hart

Description:

- Meeting and greeting visitors to the Soyuz exhibition
- Providing Information about Soyuz, the exhibition and more general information about the Cathedral (this will include using a tablet)
- Ensuring that visitors are made welcome and enjoy their visit
- Recording visitor numbers (Welcomer)
- Directing visitors to the VR Space Descent experience and other areas of the Cathedral
- Maintaining a presence at the Soyuz capsule at all times
- 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

Skills Needed:

- Comfortable engaging with visitors of all ages, countries, cultures and backgrounds
- Should have good customer service skills
- Comfortable to learn key facts about Soyuz and the Cathedral and to communicate those with 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 one day-long shift or two half-day shifts per week
- There is flexibility to allow for holidays, university term time and other commitments during the course of the exhibition
- Volunteers will be required to come to a training session in advance of starting their roles

Training Provided:

- Training will cover the details of the Soyuz exhibition and the use of the tablets to provide this information to visitors
- Volunteers will also be provided with an overview of the history and architecture of the Cathedral, its layout and key staff
- Training in customer service will also be provided
- Volunteers will also receive training in health and safety and use of the equipment and facilities of the building

Work Schedule:

- The Soyuz Exhibition is open Monday to Saturday, 10am to 4.30pm and on Sundays from noon to 3pm
- There will also be a number of evening events.