



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

<b>Role</b>	<b><i>T.rex: The Killer Question: Volunteer Exhibition Assistant</i></b>
<b>Department</b>	Operations
<b>Supervisor</b>	Duty manager / Head of Operations/ Volunteer Coordinator
<b>Description</b>	<p>This is a mixed and varied customer-facing role ensuring the successful delivery of the T.rex: The Killer Question exhibition. The main duties will be:</p> <ul style="list-style-type: none"> <li>• Providing visitors with information about the exhibition and the Cathedral as required</li> <li>• Ensuring that visitors are made welcome and enjoy their visit, liaising with other Cathedral staff and volunteers as needed</li> <li>• Directing visitors to ensure safe flow of traffic, as well as advising them about accessing other areas of the Cathedral</li> <li>• Floor walking around the Cathedral and the exhibition to monitor the safety of visitors and the exhibits (eg no touching the exhibits). There will be the opportunity to sit down during less busy periods in certain areas</li> <li>• Keeping the area tidy</li> <li>• Assisting in evacuating the building, should this be necessary</li> <li>• Escalating any issues with the animation or other aspects of the exhibitions appropriately and in a timely manner</li> </ul> <p>Typically, across all exhibition volunteer roles, there will be up to 15 volunteers on duty for each shift, ensuring visitor and exhibition safety.</p> <p><b>Note:</b> This role is subject to two satisfactory references and confidential declarations as per the Cathedral's Safer Recruitment guidelines.</p>
<b>Skills Needed</b>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Able to be on foot for the duration of the shift</li> <li>• Able to offer a high level of customer service when dealing with queries or complaints. Able to appropriately escalate issues to the Duty Manager</li> <li>• Confident enough to approach people to ensure the safety of the visitors and the exhibits themselves</li> <li>• The minimum age for this role is 16</li> </ul>
<b>Training Provided</b>	<ul style="list-style-type: none"> <li>• Volunteers will be required to come to a training session in advance of starting their role. The training will cover details of the exhibition and customer service.</li> <li>• Mandatory Safeguarding training for all volunteers over 18.</li> </ul>



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

<b>Work Schedule</b>	<ul style="list-style-type: none"><li>• There is no minimum requirements on hours to be undertaken, however we ask that all volunteers aim to attend an average of one session a week. The exhibition runs from 18<sup>th</sup> July to 3<sup>rd</sup> September 2022.</li><li>• All volunteers should give as much notice as possible if they are unable to attend a shift.</li></ul>
----------------------	--

*T. rex: The Killer Question* was produced and developed by The Natural History Museum, London.  
Find out more about the exhibition at [www.peterborough-cathedral.org.uk/trex.aspx#about](http://www.peterborough-cathedral.org.uk/trex.aspx#about)