



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

<b>Role</b>	<b><i>T.rex: The Killer Question: Volunteer Ticket Checker</i></b>
<b>Department</b>	Operations
<b>Supervisor</b>	Duty manager / Head of Operations
<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>• Meeting and greeting visitors to the exhibition</li><li>• Checking visitor tickets on a handheld electronic device</li><li>• Keeping the area tidy</li><li>• Ensuring that visitors are made welcome and enjoy their visit, liaising with other Cathedral staff and volunteers as needed</li><li>• Dealing with queries raised by latecomers, and any queries regarding people booking 'on the day' tickets</li><li>• Volunteer Ticket Checkers will be able to be seated during quieter times but otherwise will be on their feet</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> The 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 offer a high level of customer service when dealing with queries or complaints. Able to appropriately escalate issues to the Duty Manager</li><li>• Comfortable with technology, using the handheld ticket checking device</li><li>• Able to deal with time pressures with quickly moving people through to prevent overcrowding</li><li>• Able to be on foot for the duration of the shift</li><li>• The minimum age for this role is 18</li></ul>
<b>Training Provided</b>	<ul style="list-style-type: none"><li>• Specific training relating to hand held devices and other required areas will be provided.</li><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>



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<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>
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*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)