



PETERBOROUGH CATHEDRAL

Volunteer Role Description

Role	Volunteer Tower Tour Guide
Department	Learning and Engagement
Supervisor	Learning and Engagement Officer
Purpose	The position of tower tour guide 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
Location	Peterborough Cathedral
Key Responsibilities/ Requirements:	<ul style="list-style-type: none"> • Leading, in pairs, small groups of visitors on a 75-90 minute guided tour of the upper levels and exterior walkways of the Cathedral • Sharing knowledge of the Cathedral's history and architecture in an entertaining and informative way • Adhering to health and safety procedures
Length of Appointment:	Indefinite. The position is not suitable for individuals looking for short-term placements although other volunteering opportunities at the Cathedral are available
Time Commitment:	Public Tower Tours run throughout the late spring and summer months. Private group Tower Tours throughout the year, weather permitting. There is no maximum commitment although it is expected that, once fully trained, volunteers will commit to an average of twice a month. Volunteers should arrive 30 minutes before the start of their tour.
Qualifications:	Experience working with members of the public is desirable but not essential as full training will be given
Characteristics:	<ul style="list-style-type: none"> • Welcoming • Articulate • Friendly • Polite and respectful • Team player
Person specification:	<ul style="list-style-type: none"> • Interest in heritage • Sympathetic to the Christian ethos of the Cathedral • Good communicator • Can adapt and change to meet the needs of varied audiences • Good time-keeper • Able to climb many steps and negotiate narrow and uneven walkways • Good head for heights

Support Provided:	Full Training: <ul style="list-style-type: none">• Shadow and assist colleagues• Mentored by experienced tower tour guides• Health and Safety and fire evacuation training• Hand-held radio training• Training handbook• Opportunity to evaluate and share concerns, seek advice and ask questions as appropriate.• Invitation to attend bi-annual guides' meetings and attend informal training events and social gatherings
--------------------------	--

Post subject to two satisfactory references and completion of a volunteer agreement

All applicants should complete the Cathedral's Volunteer Application Form and return to volunteer.coordinator@peterborough-cathedral.org.uk