



**PETERBOROUGH CATHEDRAL
Volunteer Role Description**

Role	Volunteer Tower Tour Guide
Department	Learning and Engagement
Supervisor	Head of Learning and Engagement
Description	<p>An Upper Levels tour of Peterborough Cathedral gives visitors the opportunity to explore 'behind the scenes', see up close the amazing architecture and take in some spectacular views of the city. Guides work in pairs to lead small groups of visitors on a 90-minute guided tour of the upper levels and exterior walkways of the Cathedral. Tours are open to ages 8+. Any under 18s on the tour remain the responsibility of their parent/guardian</p> <p>They are responsible for:</p> <ul style="list-style-type: none"> • Welcoming visitors to the Cathedral, checking ticket holders in, collecting keys, radios and guiding equipment from the sacristy, overseeing the signing of health and safety acknowledgment forms, providing a briefing to visitors before they climb • Sharing knowledge of the Cathedral's history and architecture in an entertaining and informative way • Adhering to health and safety procedures as outlined in risk assessments <p>Note: The role is subject to two satisfactory references, safeguarding training and confidential declarations as per the Cathedral's Safer Recruitment guidelines.</p>
Skills Needed	<ul style="list-style-type: none"> • Welcoming and friendly • Articulate • Polite and respectful • Team player • Interest in heritage • Sympathetic to the Christian ethos of the Cathedral, and able to demonstrate the Cathedral values • Good communicator • Can adapt and change to meet the needs of varied audiences • Good time-keeping is essential • Able to climb many steps and negotiate narrow and uneven walkways confidently. Further information on this can be found at: https://www.peterborough-cathedral.org.uk/userfiles/Tower%20Tour%20Restriction%20Info%20for%20Visitors%20July%202021.pdf • Good head for heights
Training Provided	<ul style="list-style-type: none"> • Full training is provided "on the job" by shadowing and assisting an experienced tower tour guide • Health and Safety, fire evacuation and hand-held radio training is provided • Mandatory safeguarding training is provided on appointment • Opportunity to evaluate and share concerns, seek advice and ask questions as appropriate



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Work Schedule	<ul style="list-style-type: none">• Tours generally run Wednesdays, Fridays and Saturdays• Requests for volunteers are sent out via email, and volunteers can assign themselves on to sessions. There is no maximum commitment although it is expected that, once fully trained, volunteers will commit to a minimum of two days a month.• Volunteers should arrive 30 minutes before the start of their session to register participants
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