



PETERBOROUGH CATHEDRAL
Volunteer Role Description



Role	Visitor Centre Staff Member
Department	Operations
Supervisor	Visitor and Learning Centre Supervisor
Description	<p>Visitor Centre Staff Members will have the following duties:</p> <ul style="list-style-type: none">• Meeting and greeting visitors.• Assisting visitors in using the interactive displays.• Ensuring that visitors are made welcome and enjoy their visit.• Answering visitors' questions about the Cathedral and its history.• Keeping the Centre tidy.• Maintaining good health and safety practices.• Sales of guidebooks and postcards.• Restocking of flyers and brochures.
Skills Needed	<p>Required Skills:</p> <ul style="list-style-type: none">• Good at engaging with the public – friendly, smiling and outgoing.• Comfortable engaging with visitors of all ages, countries, cultures and backgrounds.• Should have good customer service skills.• Should have an interest in the history and heritage of the Cathedral and be able to share this with visitors.• Physically capable of standing during most of a shift as well as able to assist visitors in case of evacuation.• Must have good literacy and numeracy and be able to learn to use the till and credit card machines.• 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. <p>Desired Skills:</p> <ul style="list-style-type: none">• If possible, we would like volunteers to be able to take on at least one half-day shift per week.• Knowledge of the surrounding area is helpful as visitors will often ask about other places in Peterborough that are worth a visit.• Staff should be flexible and willing to change shifts or take extra shifts to fill in when another staff member is ill.
Training Provided	Training will cover the history and architecture of the Cathedral, as well as customer service. Volunteers will also receive training in health and safety and use of the equipment and facilities of the building.
Work Schedule	<ul style="list-style-type: none">• The Centre is open six days per week from 10am-5pm from Easter to October, and 11am-4pm in the winter. On Sundays the opening hours will be 10am-4pm from Easter to October and 11am-3pm in the winter.• Staff members are requested to volunteer at least one morning or afternoon shift per week.