



PETERBOROUGH CATHEDRAL

Volunteer Role Description

Role	Visitor Centre Welcomer
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 visitor's 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. • Ensuring the Visitor Centre is opened and closed at appropriate times
Skills Needed	<p>Required Skills:</p> <ul style="list-style-type: none"> • 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. • 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 practicing 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 fortnight. • 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	<ul style="list-style-type: none"> • 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 seven days per week from 10am-5pm, Monday - Saturday from April to October, 12noon – 4pm on Sundays. And in the winter is open 10am – 4pm Monday – Saturday and 12noon - 4pm on Sundays • It is desirable that staff members volunteer at least one morning or afternoon shift per week.