



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



	Volunteer Welcomer
<b>Department</b>	Operations
<b>Supervisor</b>	Welcomer Supervisor
<b>Description</b>	<p>The Role of the volunteer Welcomer is to greet all visitors as they enter the Cathedral.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Offering leaflets with information about the Cathedral.</li> <li>• Informing visitors about the Visitor Centre.</li> <li>• Notifying visitors about available tours, events and exhibitions.</li> <li>• Selling guide books and camera permits.</li> <li>• Explaining the importance of donations.</li> <li>• Answering questions that visitors may have.</li> <li>• Providing directions as needed.</li> <li>• Identifying visitors in need of pastoral care and notifying the Canon in Residence</li> <li>• Notifying the Sacristy of any Health and Safety incidents.</li> <li>• Staffing the Cathedral shop on rare occasions.</li> </ul>
<b>Skills Needed</b>	<p>Required Skills:</p> <ul style="list-style-type: none"> <li>• Welcomers need to be friendly, outgoing, and patient.</li> <li>• They should be someone who enjoys meeting and talking with people from many different countries and cultures.</li> <li>• Welcomers need to possess strong visitor service skills.</li> <li>• They should be comfortable answering questions on a variety of subjects.</li> <li>• Welcomers need to be comfortable handling cash and making change.</li> </ul> <p>Desired Skills:</p> <ul style="list-style-type: none"> <li>• Knowledge of the surrounding town is helpful as visitors will often ask about other places in Peterborough that are worth a visit.</li> <li>• It is not necessary to be a member of the Cathedral congregation or even a regular church goer, but we do expect Welcomers to be in sympathy with the mission of the Cathedral and to present the faith and worship of the Cathedral in a positive light.</li> </ul>
<b>Training Provided</b>	Volunteer Welcomers will undergo training by the Volunteer Coordinator covering Cathedral knowledge and good visitor service, and will be mentored by the Welcomer Supervisor.
<b>Work Schedule</b>	The Welcome Desk is open from 9am to 5pm from April 1 to October 31, and 10am to 4pm from November 1 to March 31. Shifts are one half day, either morning or afternoon. Volunteers may also do a full day with a break for lunch.