|  |  |
| --- | --- |
| **Family Learning Volunteer** **Role Profile** |  |

**Purpose of Role:** A voluntary role assisting with the delivery of high quality, fun family learning

 activities in the Cathedral

**Key Tasks: Visitor Engagement:**

* Assisiting with seting up and clearing away after family learning activities
* Assisting with the delivery of family learning activities
* Making every visitor feel valued and welcome
* Displaying an attentive, friendly, approachable, dignified and non-judgemental attitude at all times
* Giving or providing visitors with access to high quality leaening experiences and accurate information
* Communicating with visitors in an appropriate , accessible and friendly manner

**Person Specification**

**Attributes:**

* **Adaptable and willing to embrace change**
* Good communication skills
* Positive and enthusiastic
* Approachable and engaging
* Enjoys engagaing with visitors of all ages
* Enjoys being part of a team
* Enthusiasm to learn about Rochester Cathedral

**Time Commitment:** Flexible working to cover family sessions in school holidays and occasionally

 at weekends. Ususally 10.00 – 15.30. Some optional evenng work.

**Training**

* Undertake mandatory Safeguarding Basic Awareness and Foundation level training
* Follow the Cathedral Health and Safety Guidelines
* Attend regualr training sessions as organised by the Learning Department

**General duties of all Volunteers:**

* Complying with, supporting and actively promoting Cathedral policies and practices at all times
* Attending such training and development opportunities as deemed necessary by Chapter to effectively fulfil the role and volunteer in compliance with Rochester Cathedral’s Health and Safety Policy at all times
* Complying with the Safeguarding guidelines and policy
* Read the Health and Safety Guidelines and sign the Health & Safety Document
* Being prepared to propose ideas for improvement and be prepared to receive performance related feedback
* Wearing lanyard with an identity badge and a Cathedral Safeguarding card
* Dressing appropriately

**Key internal contacts:**

Volunteer Manager: Sandy Struben

Head Verger: Colin Tolhurst

Education Officer: Helen Bradshaw

**Prepared by:** Sandy Struben, Volunteer Manager, Colin Tohurst, Head Verger

and Helen Bradshaw, Education Officer

**Authorised by:** Gordon Giles, Canon Chancellor (on behalf of Chapter)