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| **Visitor Experience Volunteer**  **Role Profile** |  |

**Purpose of Role:** A voluntary role providing a warm, attentive and dignified welcome for a variety

of visitors in keeping with Rochester Cathedral’s long established Benedictine tradition.

A key role, you will enjoy talking to visitors in a friendly and approachable manner

and providing high quality, accurate information to visitors as part of a team.

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**Key Tasks: Visitor Engagement:**  Enhancing the level of visitor experience and enjoyment by:

* Making every visitor feel valued and welcome
* Supporting the Visitor Assistant team in welcoming visitors to the Cathedral
* Liaising and cooperating with Vergers and other Cathedral Staff
* Liaising and cooperating with other volunteers in the Cathedral
* Assisting visitors in a variety of locations throughout the Cathedral
* Treating each visitor as an individual, recognising their personal requirements
* Anticipating the needs of each visitor and responding in a manner which is flexible and appropriate to them
* Displaying an attentive, friendly, approachable, dignified and non-judgemental attitude at all times
* Providing visitors high quality, accurate information
* Encouraging donations from visitors
* Providing key information about services, tours, learning activities, exhibitions and facilities, candle stands, quiet spaces. etc.
* Communicating with the public in an appropriate, accessible and friendly manner
* Supporting events in the Cathedral

**Person Specification**

**Attributes:**

* **Adaptable and willing to embrace change**
* Good communication skills
* Positive and enthusiastic
* Approachable and engaging
* Enjoys being part of a team
* Enthusiasm to learn about Rochester Cathedral
* Keeness to support visitors’ exploration of the Cathedral
* Willingness and enthusiasm to widen personal knowledge

**Time Commitment:** Varies; shifts available 10am – 12 pm, 12 pm – 2pm & 2pm – 4pm

**Training:**

* Induction to Visitor Experience role
* Undertake mandatory Safeguarding Training - Basic Awareness and Foundation Training
* Follow the Cathedral Health and Safety Guidelines
* Attend Fire Evacuation training
* Attend Security training as required

**On behalf of Chapter:** Optimising the value of each Visitor Experience Volunteers’ contribution by:

* Being a good ambassador, exhibiting behaviour and dignity appropriate to the nature and work of the Cathedral, thus maintaining an excellent reputation for the Cathedral
* Checking in and out with the Visitor Service Assistant / Duty Vergers - recording personal hours of volunteering
* Reporting any serious issues, concerns, accidents and emergencies promptly to the Duty Verger
* 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 Visitor Experience role and volunteer in compliance with Rochester Cathedral’s Health & Safety Policy at all times
* Complying with the Safeguarding guidelines and policy
* Keeping allocated locations clean and well organised
* Meeting mutually agreed time commitments, giving reasonable notice of absence to the Volunteer Manager so that alternative arrangements can be made
* Being willing to propose ideas for improvement and be prepared to receive performance related feedback

**Key internal contacts:**

Volunteer Manager: Sandy Struben

Education Officer: Helen Bradshaw

Visitor Service Assistants:

Head Verger: Colin Tolhurst

Duty Verger(s):

House Keepers:

**Prepared by:**

Sandy Struben, Volunteer Manager; Helen Bradshaw, Education Officer & Colin Tohurst, Head Verger.

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