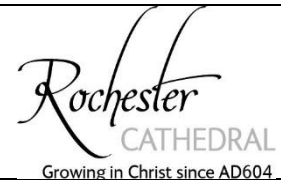


Visitor Hospitality Volunteer Role Profile



Purpose of Role:

A key voluntary role enhancing the level of visitor experience and enjoyment by providing a warm, attentive and dignified welcome for all visitors in keeping with Rochester Cathedral's long established Benedictine tradition.

Key Tasks: Visitor Engagement:

- Extending a warm, friendly welcome to visitors of all faiths and none
- Encouraging donations from visitors, cash or contactless, explaining that the Cathedral is free to enter and how these are needed to support the ministry of the Cathedral
- Providing visitors with high quality, accurate information about the services, tours, café, family activities and all areas of the Cathedral
- Referring any visitors in need of pastoral care to our Day Chaplain or Canon in Residence
- Being vigilant to help to maintain a safe and secure environment, with an awareness of emergency and housekeeping procedures and reporting any concerns to the Vergers
- Ensuring Safeguarding is paramount, adhering to the Cathedral policies and procedures
- Liaising and cooperating with Vergers, Cathedral Staff and all Volunteers in the Cathedral
- Attending daily briefings to share knowledge of the day's activities
- Recording visitor numbers
- Assisting to prepare the Cathedral for visitors with setting up and clearing away and keeping allocated locations clean and well organised
- Registering booked groups and following the procedures for un booked groups

Person Specification

Attributes:

- Confident to ask for donations from visitors
- Demonstrate sensitivity to visitor's needs and respond in a manner which is flexible and appropriate
- Display an attentive, approachable, dignified and non-judgemental attitude at all times
- Excellent communication skills
- Good time keeping
- Have an understanding of and sympathy with the Cathedral's aims and mission as a place of worship
- Have an enthusiasm and interest / passion for people, history, architecture and our Cathedral
- Be part of a friendly dedicated team, becoming an integral part of our magnificent Cathedral team.
- Ability to stay calm and focused at busy times and when under pressure
- Adaptable and willing to embrace change
- Positive and enthusiastic
- Knowledge of other languages would be of great benefit but **not** essential

Time Commitment: Monday – Saturday 9.30am – 12.45 pm / 12.30pm - 4pm Sunday 12.30pm – 4pm

Training:

- Induction to Visitor Hospitality role
- Guidelines on asking for donations
- Undertake mandatory Safeguarding Training - Basic Awareness and Foundations Training
- Complete Raising Awareness of Domestic Abuse and Modern Slavery & Human Trafficking modules.
- Follow the Cathedral Health and Safety Guidelines
- Attend Fire Evacuation and Security training as required
- Attend at least one guided tour before starting new role
- Attend refresher guided tours and specific tours at regular intervals

General duties of all Volunteers:

- 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 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 Hospitality role and volunteer in compliance with Rochester Cathedral's Health & Safety Policy at all times
- Complying with the Safeguarding guidelines and policy
- 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
- Wearing a lanyard with an identity badge and a Cathedral Safeguarding card

Key internal contacts:

Volunteer Manager: Sandy Struben
Learning Manager: Helen Bradshaw
Head of Operations: Colin Tolhurst
Head Verger: Joseph Miller
Duty Verger(s)
House Keepers:

Prepared by:

Sandy Struben, Volunteer Manager; Helen Bradshaw, Learning Manager & Colin Tolhurst, Head of Operations

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