

Guide VOLUNTEER

SUPERVISION: Visitor and Volunteer Manager

TIME COMMITMENT: Minimum 2 daily tours per month by rota

PURPOSE OF THE ROLE:

Guides are a key point of contact for many visitors to the Cathedral who wish to learn more about the history, architecture and liturgical context of this magnificent building. The guides provide organised, time specific tours of the building to visitors. They share their passion for and knowledge of the Cathedral whilst effectively engaging with each group they guide, providing an entertaining, warm, informative and pleasant experience for visitors. Guided tours are offered to groups including: tourists, schools and other educational groups, foreign language groups, specialist teams, historical groups and pilgrimage groups.

VOLUNTEER PROFILE:

- Enthusiastic and knowledgeable about the Cathedral, its purpose and its history.
- Excellent communication and customer service skills, including the ability to speak clearly and with an engaging manner with a wide variety of individuals, including those for whom English is not their first language, young people and visitors with specific needs.
- A positive, friendly, helpful attitude.
- Willing to undertake training and to contribute to the training of new guides and stewards.
- Able to use initiative and judgement.
- Ability to speak another language (desirable but not essential).

DUTIES

- To attend for guiding sessions as agreed in advance with the Head of Visitor Services and to notify the office in advance if unable to attend.
- To report to the Visitors Office at least 15 minutes before the scheduled tour time.
- To operate as part of a team and to liaise with the Stewarding duty team leader.
- Ability to adapt according to the interests and needs of each group and prepared to answer questions and enter into dialogue with tour members.
- To provide tours flexibly according to the various events which take place in the Cathedral, and according to the varying needs of our visitors.
- To respect hourly prayers and honour requested periods of silence, and to encourage visitors to do likewise.
- In case of difficulty to seek support from the duty team leader and inform the visitor's office, particularly if a dispute or inappropriate behaviour should occur by a visitor, or any form of danger to individuals or to the building becomes apparent. Guides should not enter into arguments with visitors and should refer matters to the Head of Visitor Services.

EXPECTATIONS:

- Volunteers at the Cathedral are expected to be in sympathy with the aims and purpose of the Anglican Church.
- Volunteers are representatives of the Cathedral and should at all times treat other volunteers, staff and visitors with respect and consideration. Volunteers should expect the same treatment in return.
- Volunteers are expected to dress and conduct themselves appropriately for the environment in which they are assisting.

- Volunteers should be familiar with the Cathedral Health and Safety Policy and the Safeguarding Guidelines.
- Volunteers are expected to notify their Manager if they are unable to attend for their volunteering session.

All Guides who undertake specific educational tours for children under 18 years old and vulnerable adults will be required to undergo a DBS check.

TRAINING

Prospective Guides are expected to participate in comprehensive training prior to taking up their role: it is a requirement that this training is completed to a high standard, including written and practical tests. The training focuses on the Cathedral, its worshipping life, history and architectural heritage, presentation skills and on customer relations.

Guides are expected to continue to develop their knowledge once in post and to attend further training events from time to time.

All volunteers must undergo

- Safeguarding Training – Level C0

A higher level maybe required depending on the role

Induction training which will include

- Health & Safety
- Fire
- Security
- 1st Aid (role dependant)

The Cathedral is committed to safeguarding children, young people and vulnerable adults

SAFEGUARDING RESPONSIBILITIES

- Implement safe and healthy working practices
- Risk assess all activities
- Listen to other workers and volunteers
- Protect yourself
- Tell the Cathedral Safeguarding Rep or Clergy of any safeguarding concerns, however minor.
- Attend any Safeguarding training at the appropriate level for your role
- Induct and train others where this is possible.

DO	DON'T
Report all concerns about safety or well-being of an individual to the:- <ul style="list-style-type: none"> • The Cathedral Safeguarding Rep • The Diocesan Safeguarding Team • The Police (where there is an immediate risk of harm to a person) • Carry out a personal risk assessment for lone working if appropriate • Keep a written record of all incidents or disclosure (signed and dated) 	<ul style="list-style-type: none"> • Offer confidentiality when you have a duty to report all concerns for safety • Investigate disclosure; simply get clarification of detailed and report the information shared

BENEFITS:

- Active participation in the life of the Cathedral
- Excellent training, including occasional access to experts and specialists
- Meeting and sharing knowledge with visitors from across the world
- Skills and CV development
- A Cathedral parking permit for use when on duty on a first come, first served basis
- Refreshments available
- Access to 2 of the 10 free tickets allocated to Volunteers per Cathedral organised event on a first come first serve basis
- 10% discount in the Cathedral Shop and Café

Reviewed January 2019/AdeM