

Volunteer Role Description

Role Title

Cathedral Guide

Number of Volunteers Required for Role

A reasonable number as suitable

Department and Supervisor

Canon Chancellor

Description of Activities to be Undertaken by Role Holder (after training)

A volunteer Guide will offer the following to visitors to the cathedral:

- a warm welcome and introduction to the cathedral and help them to enjoy their visit
- follow the agreed plan for tours of the cathedral as agreed by the team
- explain to visitors the history and context of the different areas they view
- answer questions about the cathedral and its life and history ensuring as far as possible that answers are accurate. If an answer is not known they should apologise and explain that they will find out!
- provide appropriate leaflets to help participants understand the various parts of the cathedral
- be aware and act appropriately when in parts of the cathedral where visitors are sitting quietly or praying
- attend training sessions as advised

Likely Time Commitment

Flexible and open to discussion

Relevant Skills

To be well informed and well-read concerning the history and architecture of the Cathedral building, and also concerning Richard III, the discovery of his bones and his subsequent reburial. It is essential that Guides feel comfortable meeting groups and individuals with a wide range of ages, nationalities and need. They need to be able to describe the building and its contents, relate these to the cathedral's history and ethos. They should also show an ability to discern individual need and balance those with the whole group taking part in the tour.

Training Needs

Induction to life of cathedral and its structure and personnel. Training on hospitality and inclusivity. Be given up to date information about the cathedral and events.

Leader of Recruitment Process

Canon Chancellor Rosy Fairhurst & Canon Professor Annette Cashmore

Suggested Scope of Advertisement

This work is suitable for over 18s. A DBS check will be required.