

Volunteer Role Description

Cathedral Guide

Description of Activity:

To participate as advised in the programme of guided visits and activities for any visitor group. Such participation is focussed to aid the mission and ministry of the Cathedral towards its visitor groups.

Representing the Cathedral and the Church of England to the public.

Location:

Lincoln Cathedral

Supervision and Support:

Day to day supervision - Floor Guide Leader, Roof Guide Leader, Tower Guide Leader

Cathedral staff contacts - Dean's Verger, Education Outreach Officer, Volunteer & HR Officer

Benefits of the Role:

You will be volunteering as part of strong team of committed people. Guides meet and cater for a huge variety of people, many of whom come in expectation of a powerful lasting memory of the Cathedral.

You can gain the satisfaction of knowing that you have contributed to the fulfilment of these expectations and that visitors may go on to spread a positive message about the Cathedral as a result.

Key Tasks:

- Ensure familiarity with the layout of all parts of the Cathedral in which Guides might have responsibility for visitors. Ensure familiarity with emergency procedures relating to all of these areas.
- Ensure familiarity with the basic Guide Team Handbook and any other materials which may be distributed to Guides, including guide books offered free of charge and for sale in the Cathedral.
- Attend wherever possible the regular guides' meetings and take up offers for training and development in the role, including observation of and working alongside more experienced guides.
- Liaise with the Verger on duty before the start of any visit to ensure awareness of other users' requirements within the areas open to the visit and to ensure by discussion that there will not be any unreasonable disruption to the requirements for tour groups

- Observe particular instruction which may be given by the Guide Leader concerning any specialist needs and interests for the tour group and ensure in advance that these may be satisfactorily addressed.
- Meet as far as possible any additional needs arising during the course of the visit, liaising in advance with Cathedral staff and the Guide Leader where necessary.
- Keep to pre-arranged timings throughout the visit, particularly where scheduled onward journeys and linked visits to other locations are a feature of the day or when Cathedral services and events coincide with the timings of tours.
- Be an Ambassador for Lincoln Cathedral as a World Host destination.

Personal qualities and requirements

You will have an engaging personality with a genuine interest in meeting people and putting them at ease in situations which may be unfamiliar. You will have a good standard of personal organisation, so that the service which is required for tour groups will be delivered reliably from one visit to the next.

You will be able to assess the style and scope of presentation required to suit each tour group. You will need to present yourself as an ambassador for the Cathedral and dress accordingly.

There is no requirement for a Disclosure and Barring Service Check for general guiding.

However, the guiding of children's, young persons' and vulnerable adults groups does require Disclosure and Barring Service Check and additional training.

Support and training required (if any):

Full Induction and training provided.

Undertake Basic Safeguarding Awareness Training, including refresher training as required.

Personal Protective Equipment will be provided for all relevant tasks as required including safety footwear when appropriate.

Undertake other training courses as and when appropriate.

Availability:

You agree to volunteer on a variable basis according to your availability and the needs of the published rota for daily tours, and the Diary for tours booked in advance. If you are unable to fulfil a particular arrangement, the Visitor Services Department will endeavour to find a replacement guide upon receipt of your cancellation.

It is very helpful if you advise the Guide Leader of any specific areas of duty which you do not wish to undertake (e.g. tower climbs).