

# Volunteer Role Description

## Information Desk

### **Description of Activity:**

To be part of a team responsible for manning the Information Desk throughout the year, providing information regarding Lincoln Cathedral for visitors, volunteers and staff.

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

### **Location:**

Information Desk, North Transept

### **Supervision and Support:**

Day to day supervision - Information Desk Team Leader

Cathedral staff contact - Volunteer & HR Officer

### **Benefits of the Role:**

Working as part of a team, you will help and direct visitors in the main body of the Cathedral, using all the written information located at the Desk. You have access to information from records held on the Information Desk and from a computer.

The queries will vary enormously, but you will increase your historical knowledge and have the opportunity to meet and enthuse with the visitors and gain satisfaction in being able to answer their questions.

### **Key Tasks:**

- To build upon the welcome given to visitors at the Entry Desk.
- To answer any queries relating to the Cathedral & its surroundings.
- To record any unanswered queries with contact details for the person seeking the answer.
- To work alongside other Cathedral volunteers, Vergers and Cathedral staff.
- To be aware of Health & Safety procedures, including evacuation protocols, in order to promote a safe environment for all.
- To inform a member of the support team as soon as possible if you have to cancel your rota duty.
- To be aware of all resources located at the Desk, and to check the Day book and the Volunteer Blue Book when on duty, to assist communication between team members.
- To be aware of the daily routine of the Desk and to carry out the assigned tasks.
- To be an Ambassador for Lincoln Cathedral as a World Host destination.

**Personal qualities and requirements:**

You will need to have good interpersonal and communication skills, with a welcoming approach to all Cathedral visitors.

When on duty at the Desk, you are a representative of the Cathedral and should therefore dress appropriately. An ability to use the records held on the Information Desk.

There are no requirements for a Disclosure and Barring Service Check for this role.

**Support and training required (if any):**

Full Induction and training are provided.

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

There are instructions for manning the Desk provided in the Day book, and an extensive reference collection of cards, files and pamphlets to help with any queries is kept at the Desk. There is an option to attend guide refresher training when offered.

An annual meeting for all Information Desk staff is arranged annually in March.

Undertake other training courses as and when appropriate.

**Availability:**

On a rota basis and in agreement with the Information Desk Team Leader.