

Volunteer Role Description

Refectory Assistant

Description of Activity:

Customer facing role, helping to support the Cathedral Refectory team in offering a real ministry of hospitality and welcome to all our visitors.

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

Location:

Lincoln Cathedral Refectory

Supervision and Support:

Day to day supervision - Refectory Manager

Cathedral staff contact - Volunteer & HR Officer

Benefits of the Role:

Working within a small friendly team to offer and deliver excellent customer service to all our visitors, and promoting Lincoln Cathedral as a World Host Destination.

An opportunity to meet a diverse range of people including the many international visitors that visit the Cathedral every year.

Key Tasks:

- To provide a World Host welcome to all visitors to the Cathedral Refectory.
- To assist visitors with questions about the Cathedral Refectory and surrounding area, or referring them to a colleague if unsure.
- Taking customer orders, making beverages and serving food.
- Ensuring tables are regularly cleared, cleaned and tidied after use.
- General kitchen duties.
- To be aware of health and safety and emergency evacuation procedures.
- Informing the Refectory Manager if you are unable to fulfil your volunteering duties.
- Act as an Ambassador for Lincoln Cathedral at all times.

Personal qualities and requirements:

You will need good interpersonal skills and must be able to communicate enthusiastically and knowledgeably with visitors about the Cathedral and local area.

You will need to understand the importance of high hygiene standards, and experience of working within the catering industry would be an advantage.

Volunteers working within the Refectory are Cathedral ambassadors and as such should behave and dress accordingly. The dress code for the Refectory is black trousers/skirt and black/white t-shirts.

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

Support and training required (if any):

Full Induction and training provided.

Undertake Basic Safeguarding Awareness Training including refresher training as required.

Undertake other training courses as and when appropriate.

Availability:

Hours to be agreed with the Refectory Manager.

Additional hours may become available subject to business requirements.