

Volunteer Role Description

Cathedral Centre Volunteer

Description of Activity:

Customer facing role, helping to support the Cathedral Centre 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 Centre

Supervision and Support:

Day to day supervision - Cathedral Centre 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, in the most beautiful 13th Century setting, within the shadows of Lincoln Cathedral.

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 Centre
- To assist visitors with questions about the Cathedral Centre and surrounding area, or referring them to a colleague if unsure
- Taking customer orders, making beverages and serving light refreshments
- Cash handling
- Keeping the garden area tidy, ensuring tables are regularly cleared after use
- General kitchen duties
- To be aware of health and safety and emergency evacuation procedures
- Informing the Cathedral Centre 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 Centre are Cathedral ambassadors and as such should behave and dress accordingly. The dress code for the Cathedral Centre Volunteer is black trousers/skirt and white shirt.

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.

Full training will be provided in the operation of the till and credit card machine transactions.

Undertake other training courses as and when appropriate.

Availability:

Tuesdays and Thursdays 11.00-1.00, from the end of May 2017, to be flexible.

Additional hours may become available subject to business requirements.