

# Volunteering Role Description

## General

<b>Role Title</b>	Cathedral Guide – Regular + Booked Tours
<b>Expected time commitment</b>	<b>Regular Tours:</b> 1 – 2 tours a month (between Mar – Oct), each tour lasting approximately one hour <b>Booked Tours:</b> Depends on Guides availability and bookings – runs all year round, 2 – 3 tours a month – each lasting approximately 45 minutes
<b>Directly supported by</b>	Canon Chancellor/Volunteer Manager
<b>Managing department</b>	Education
<b>Volunteering location</b>	Cathedral

## About the role

<b>Role Summary</b>	<b>Regular Tours:</b> to provide visitors with a way of interpreting the building through the delivery of a specially designed guided tour. <b>Booked Tours:</b> to welcome pre-booked groups to the Cathedral, and conduct a tour on a specialised subject such as Stained Glass, Treasures, Victorian Gothic, Cornish Saints, ensuring the group have the best visitor experience possible.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Provide a warm welcome to those on Cathedral tours</li> <li>• Lead a clear and inspiring tour of the Cathedral answering questions and ensuring material is in line with Truro Cathedral's key messages.</li> <li>• Refer any unknown queries or concerns to the appropriate member of staff.</li> <li>• Complete any relevant documentation</li> </ul>

## Requirements

<b>Skills &amp; knowledge required</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and an ability to present confidently to a group of people as well as individuals</li> <li>• A welcoming, friendly and outgoing manner with a positive, confident disposition</li> <li>• Knowledgeable about the Cathedral and its work, conveying and interpreting this with interest and enthusiasm</li> <li>• Well organized, methodical, punctual</li> <li>• Aware of Health &amp; Safety issues, responding flexibly and appropriately to unusual and emergency situations</li> <li>• Maintain and develop knowledge and techniques</li> </ul>
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<b>Qualifications required</b>	No formal qualifications are required
<b>Training requirements</b>	<ul style="list-style-type: none"> <li>• Undertake an introduction and orientation session. This will include a detailed explanation and discussion of the role, duties, skills and a detailed tour of the Cathedral. Practical matters will be addressed and some supporting material and information will be provided.</li> <li>• Complete any necessary Cathedral documentation</li> <li>• Attend the Guides' AGM and ongoing education sessions, for example lectures and workshops</li> <li>• New Guides will receive mentorship by an experienced guide for their first season and, before leading their first tour alone, will: <ul style="list-style-type: none"> <li>▪ attend two tours, each led by a different, experienced Guide</li> <li>▪ lead a tour with an experienced Guide in attendance, who will offer constructive feedback</li> </ul> </li> </ul> <p>Existing Guides will, once each season, lead a tour with another Guide in attendance, who will offer feedback and support</p>
<b>Physical requirements</b>	This role requires standing and walking around the Cathedral for long periods.
<b>Safeguarding requirements</b>	C1 (Foundation) Safeguarding Training This role does not require a DBS check
<b>Cathedral policies</b>	Comply at all times with the cathedral's policies found at <a href="http://www.trurocathedral.org.uk">www.trurocathedral.org.uk</a> .
<b>Truro Cathedral Vision</b>	An empathy with Truro Cathedral's Vision, Ambition and Values
<b>Other</b>	Parking may be available in the Cathedral car park but <u>only</u> on a first come first served basis and <b>only while performing these duties, not at any other time</b> (a parking permit will need to be obtained from the cathedral office if duties fall during office hours).

## **Our Vision, Ambition and Values**

### **Vision**

Our vision for Truro Cathedral is to create **Sacred Space** in which the holiness of God is encountered in an open and inclusive way and **Common Ground** where issues shared by the whole of humanity can be explored.

### **Ambition**

Inspired by the Gospel of Jesus Christ, we work to build a welcoming, inclusive and engaging environment that, through the delivery of a diverse and inspiring programme of worship, events, educational activities and community outreach, fulfils and spiritually enriches all who experience Truro Cathedral.

### **Values**

#### **Love & Unity**

We care for one another with compassion and kindness and our work is embedded in a spirit of love and cooperation as we come together to succeed in our mission for the Cathedral.

#### **Dignity & Respect**

We respect others and value diversity, embracing our similarities and differences with gentleness, self-control and a willingness to learn. We welcome expressions of spirituality, respecting and valuing those with different faiths or no faith.

#### **Accountability & Integrity**

We act with honesty, openness and integrity in everything we do. We use the resources entrusted to us wisely and effectively with transparency and accountability. We demand high standards of professionalism from ourselves every day, always striving to deliver excellence in our work.

#### **Creativity & Courage**

We are bold and challenge ourselves and others to question the norm. We explore new options and take intelligent risks, confident that we do so in a supportive environment. Committed to continual development, we embrace change and nurture personal growth.