



Truro  
Cathedral  
*sacred space, common ground*

Hospitality & Retail Volunteer



## **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.

## Role Description

<b>Role Title</b>	Hospitality & Retail Volunteer
<b>Hours of Work</b>	At least one duty per month from the various shifts: 9.30am – 12.30am   11am – 2pm   12.30pm – 3.30pm
<b>Supported by</b>	Hospitality & Retail Team Leader
<b>Department</b>	Volunteers
<b>Volunteering location</b>	Cathedral

## Overview and general duties

Working closely with the Hospitality & Retail Team Leaders, you will assist in the day-to-day running of the Chapter House.

### Duties

- Provide a warm and knowledgeable welcome to our visitors.
- Taking customer orders.
- Assist in all areas of the catering function, including food preparation, drink making, table clearing and washing-up.
- Operating the till system and cash handling.
- Keeping the Chapter House clean and tidy, replenishing fridges, displays, condiments and machines at the start and end of each day.
- Preparing the café and retail spaces in line with the furniture layout plan.
- Merchandising the gift shop as directed by the Hospitality & Retail Team Leaders.
- Cleaning furniture, windows and floors when necessary.
- Answer visitors' questions and requests for information.
- Follow health and safety, security and safeguarding procedures.
- Participate in training and policy review as required, including matters of health and safety.

## Requirements & Terms

<b>Skills &amp; knowledge required</b>	Good communication skills with a welcoming, friendly, non-judgmental and approachable manner, with a positive disposition and a willingness to engage with all visitors. Smart appearance. Ability to work as part of a team and with a flexible approach. An understanding of health and safety, food safety and COSHH
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	<p>practices.</p> <p>Experience in cash handling and comfortable using a till.</p> <p>Good food preparation and presentation skills.</p> <p>Good attention to detail.</p>
<b>Qualifications required</b>	Basic food hygiene certificate (training will be provided)
<b>Training required</b>	Training will be arranged to cover all aspects of this role, including safeguarding, health and safety and security.
<b>Physical requirements</b>	This role requires standing for long periods.
<b>Probation</b>	The post will be subject to a 6-month probationary period, during which time, either party may give the other one's months' written notice
<b>Smoking</b>	The cathedral operates a no-smoking policy
<b>Health &amp; Safety</b>	All team members are required to follow the policies and procedures set out in the team handbook.
<b>Equal Opportunities</b>	Truro Cathedral operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origin, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies to all we do, including our campaigns and employment practices, membership of committees, all stages of recruitment or selection processes, working practices, conditions of work, and allocation of resources.
<b>Safeguarding</b>	<p>Safeguarding – Everyone Matters – Everyone’s Responsibility</p> <p>Truro Cathedral strives to be trauma-informed and is committed to developing safer policies, cultures and practices. Truro Cathedral’s safeguarding policy provides a framework to promote the welfare and protection of children and vulnerable adults. It is available at <a href="http://www.trurocathedral.org.uk">www.trurocathedral.org.uk</a> or in the company documents area of BreatheHR.</p> <p>Training: The postholder will be expected to attend safeguarding training up to ‘Basic Awareness, ‘Foundations’ or ‘Leadership’ level, dependent on the role applied for. This will be arranged by the cathedral and may be required before a start date can be agreed. An Enhanced DBS check is required for this role.</p>
<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 only on a first come first served basis and only while performing your volunteer duties, not at any other time. The car park operates a number plate recognition system, you will need to log your registration number either in the cathedral office or caretaker's office if you wish to park in the car park.