



Truro Cathedral

sacred space, common ground

Receptionist 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

Role Title	Receptionist Volunteer
Hours of Work	5 hours per day A single volunteer is sought per day
Supported by	Chief Operating Officer Volunteer Manager
Department	Operations
Volunteering location	Cathedral Office, Old Cathedral School

Overview and general duties

Supporting the administrative elements of the day-to-day operation of the Cathedral Office.

Duties

- Welcoming visitors to the office and directing them accordingly.
- Answering the phone, taking messages and distributing to relevant team members or directing calls.
- Checking voicemail messages and responding accordingly.
- Distributing the post.
- Shredding.
- Monitoring the info@ mailbox, responding to messages where appropriate and/or forwarding to relevant team members.
- Providing hospitality where needed.
- Additional administrative tasks as requested by the office staff when required.

Requirements & Terms

Skills & knowledge required	- Good communication skills with a welcoming, friendly, non-judgmental and approachable manner, with a positive disposition and willingness to engage with all customers, visitors and team members. - Experience in administration, reception and office work in a fast-paced environment. - Confident in the use of IT, in particular Outlook.
Qualifications required	No qualifications required, previous experience would be useful.
Training required	Training will be arranged to cover all aspects of this role, including safeguarding and health and safety.

Physical requirements	N/A
Probation	The post will be subject to a 4-month probationary period, during which time, either party may give the other one months' written notice
Smoking	The cathedral operates a no-smoking policy
Health & Safety	All staff are required to follow the policies and procedures set out in the team handbook
Equal Opportunities	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.
Safeguarding	Safeguarding – Everyone Matters – Everyone's Responsibility 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 www.trurocathedral.org.uk or in the company documents area of BreatheHR. 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.
Cathedral policies	Comply at all times with the cathedral's policies found at www.trurocathedral.org.uk
Truro Cathedral vision	An empathy with Truro Cathedral's Vision, Ambition and Values
Other	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.