



# Truro Cathedral

*sacred space, common ground*

Welcomer



## **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>	Welcomer
<b>Hours of Work</b>	At least one duty per month, morning or afternoon (Mon-Fri)
<b>Supported by</b>	Volunteer Manager & Canon Pastor
<b>Department</b>	Volunteers
<b>Volunteering location</b>	Cathedral

## Overview and general duties

This role is classified as a position of trust. Our Welcomers provide a warm welcome to all visitors offering help and information about the building, services and events.

### Duties

- To welcome visitors to the cathedral and offer information about the building, services and events that may be relevant to them.
- Circulate around the cathedral engaging visitors in conversation where appropriate.
- Answer visitors' questions and requests for information.
- Keep communication with the wider cathedral team reporting any incidents or suspicious activity.
- Familiarise yourself with activity taking place in the cathedral, ensuring communication to the public is in line with cathedral guidelines and up to date messaging.
- Find opportunities to promote cathedral facilities and events/fundraising initiatives when appropriate.
- Be aware of health and safety, security and safeguarding procedures.
- To participate in training and policy review as required including matters of health and safety.

## Requirements & Terms

<b>Skills &amp; knowledge required</b>	<ul style="list-style-type: none"><li>- Good communication skills with a welcoming, friendly, non-judgmental and approachable manner, with a positive disposition and a willingness to engage with all visitors.</li><li>- Smart appearance.</li><li>- Ability to work as part of a team and with a flexible approach.</li><li>- Willingness to learn about the cathedral and its work</li></ul>
--	--

	<p>and to develop this knowledge over time.</p> <ul style="list-style-type: none"> <li>- Well organised, methodical and punctual.</li> <li>- Aware of health and safety issues, responding flexibly and appropriately to unusual and emergency situations.</li> </ul>
<b>Qualifications required</b>	N/A
<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 and walking around the Cathedral 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 months' written notice
<b>Smoking</b>	The cathedral operates a no-smoking policy
<b>Health &amp; Safety</b>	All staff 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.