



## Volunteering Role Description

### General

<b>Role Title</b>	Welcomers
<b>Expected time commitment</b>	A 2½ hour period, once a week/once a fortnight depending on the individual's availability
<b>Directly supported by</b>	Canon Chancellor/Volunteer Manager
<b>Managing department</b>	Education and Theology Department
<b>Volunteering location</b>	Cathedral

### About the role

<b>Role Summary</b>	<p><b>This role is classified as a position of trust.</b> Our Welcomers provide a warm welcome to all visitors offering help and information about the building and what goes on inside it. They also find opportunities to promote cathedral facilities (e.g. shop and restaurant) and events/fundraising initiatives when appropriate.</p>
<b>Duties</b>	<ul style="list-style-type: none"><li>• Welcome visitors to the cathedral and let them know about events, activities, resources and opportunities that may be relevant to them.</li><li>• Circulate around the heart of the cathedral engaging visitors in conversation where appropriate (Stewards can sit down and rest, and do not need to be on their feet the whole time).</li><li>• Answer general visitor questions and requests for information using the cathedral 'A to Z Information Manual' as a reference.</li><li>• Use the 'Visitor Enquiry Form' for any detailed historical questions that cannot be found in the manual.</li><li>• Keep in communication with the verging staff reporting any incidents (accidents or suspicious activity).</li><li>• Familiarise yourself with activity taking place in the cathedral (events and services), ensuring communication to the public is in line with cathedral guidelines and up to date messaging.</li><li>• Be aware of health and safety and security procedures.</li><li>• Wear a sash/Cathedral lanyard with name badge.</li></ul>

### Requirements

<b>Skills &amp; knowledge required</b>	<ul style="list-style-type: none"><li>• Good communication skills with a welcoming, friendly, non-judgemental 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></ul>
--	--



	<ul style="list-style-type: none"> <li>• Willingness to learn about the Cathedral and its work and to develop this knowledge over time.</li> <li>• Awareness of Health &amp; Safety issues, and ability to respond flexibly and appropriately to unusual or emergency situations</li> </ul>
<b>Qualifications required</b>	Nothing specific.
<b>Training requirements</b>	Training will be arranged to cover all aspects of this role including Safeguarding, Health & Safety and security.
<b>Physical requirements</b>	This role requires standing and walking around the Cathedral for long periods.
<b>Safeguarding requirements</b>	<p><b>Safeguarding - Everyone Matters - Everyone's Responsibility</b></p> <p>Truro Cathedral strives to be trauma-informed and is committed to developing safer policies, cultures and practices. As part of the Diocese of Truro, we are committed to the Church of England Safer Recruitment protocols.</p> <p><b>Safeguarding training:</b> Basic Awareness and Foundations.</p> <p>A DBS check is not required.</p> <p>Truro Cathedral's safeguarding policy provides a framework to promote the welfare and protection of children and vulnerable adults, and can be found by visiting: <a href="http://www.trurocathedral.org.uk">www.trurocathedral.org.uk</a></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 <u>only</u> on a first come first served basis and <b>only while performing these duties, not at any other time.</b> The car park now operates a number plate recognition system, so if you wish to park in the car park, <b>you will need to enter your registration number each time you volunteer on either of the tablets in the cathedral or the cathedral office.</b>
<b>Appendix: Covid-19</b>	With reference to Covid-19 Welcomers can only remind visitors that face coverings are recommended in the cathedral.

## 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.