

DIOCESE OF SALFORD

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| Role Title: | Cathedral Volunteer – Tour Guide | | |
| Parish: | The Cathedral Church of St John the Evangelist Salford | | |
| Volunteer Reports to : | Tour Guides Coordinator | | |
| Accountable to: | Cathedral Dean | | |
| Responsible for: | Providing guided tours of Salford Cathedral | | |
| Location: | The Cathedral Church of St John the Evangelist Salford | Travel Required: | No |
| Position Type: | Volunteer | | |
| Hours of session: | Days of the week and times to be identified, where possible | | |
| Overview and Role Purpose: | | | |
| <p>To be an active member of the Cathedral Volunteer Programme by undertaking the duties of a Guide as described below.</p> <p>Safeguarding: <i>The Diocese of Salford is committed to safeguarding all children, young people and adults at risk within its community. The Diocese aims to embed a culture of safeguarding to prevent abuse and to provide support to individuals who have been hurt by abuse, taking the necessary actions to reduce the likelihood of further harm.</i></p> <p><i>All diocesan volunteers are expected to contribute to the creation of a safe environment, challenge inappropriate behaviours and report concerns in line with procedures.</i></p> <p><i>In fulfilling the duties of this role, the volunteer may come into contact with children or adults at risk. Therefore, they must adhere to diocesan safeguarding procedures.</i></p> <p><i>The Diocese will ensure that appropriate training and information is provided to each volunteer so that the volunteer is made fully aware of the Safeguarding processes.</i></p> <p><i>All Diocesan volunteers are expected to collaborate with the highest standards of conduct at all times. Maintaining the respect and dignity for colleagues, clergy and visitors is essential. Volunteers are also expected to support the creation of a warm, pleasant and hospitable environment.</i></p> <p>All Volunteers of the Diocese are expected to promote the safeguarding of vulnerable groups.</p> <p>Probationary period: <i>There is no probationary period as such, however there will be a review at the three year DBS renewal, or as necessary.</i></p> | | | |
| Role Description: | | | |

1. Welcome people into the Cathedral and provide guided tours – provide an authentic experience of hospitality.
2. Safeguard any children or vulnerable adults who may be present.
3. Be aware of basic health and safety guidelines.
4. Help distribute newsletters/leaflets/QR Media Reviews.
5. Take visitors around the building sharing their expert knowledge of its history and interesting features.
6. Answer questions and helping to make the visit as enjoyable and informative as possible.
7. Encourage Cathedral social reviews on TripAdvisor, Google Review using the QR code at the entrance.
8. Volunteering alongside Volition Programme volunteers.
9. Attend training as required.
10. Liaise with the Tour Guides Coordinator.
11. Be aware of who is the designated first aider and if appropriate to administer first aid.
12. Be familiar with and follow the Diocesan Safeguarding Policies.
13. This is an unsupervised volunteer role, and you may be required to supervise other volunteers undertaking similar roles.
14. This role will involve unsupervised and infrequent interaction with school groups, children and adults at risk of harm.

PERSON SPECIFICATION

| | <i>Essential</i> | <i>Desirable</i> |
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| Previous Volunteering Experience | | <ul style="list-style-type: none"> • Previous experience as guide |
| Knowledge and skills: | <ul style="list-style-type: none"> • Interest in history and architecture (training will be provided) | <ul style="list-style-type: none"> • Knowledge of the history of the Cathedral • Knowledge of the liturgical life in the church |
| Personal qualities: | <ul style="list-style-type: none"> • Be courteous and welcoming • Be honest and trustworthy • Be personable, engaging and confident to act as a guide | |
| Other requirements: | <ul style="list-style-type: none"> • This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service, the Safer Recruitment Process and requires ID verification | |

The above description is not intended to be an exhaustive list but to indicate the main responsibilities of the volunteer. It may be amended from time to time, after consultation with the volunteer and the supervisor. Any changes will be agreed in conjunction with the Cathedral Dean.

References and Reports

- Two references will be required.
- This post is subject to the Safer Recruitment Process, and all applicants are required to complete a self-declaration and undergo an Enhanced Disclosure by the Disclosure and Barring Service. All volunteers of the Diocese are expected to promote the safeguarding of children, young people and adults at risk.

Health and Safety: All Volunteers are required to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Confidentiality: During their period as a volunteer the post holder may gain knowledge of confidential matters which may include personal or business related matters. Such information must be considered with high levels of confidentiality and must not be discussed or disclosed. Failure to observe confidentiality could lead to disciplinary action.

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| Compiled By: | M.Pasini |
| Reviewed By: | Cathedral Dean |

I accept and agree with the details contained in this role description.

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| Signed by Volunteer: | | Date: | |
| Signed by Cathedral Dean: | | Date: | |