



ELY CATHEDRAL

WELCOME TEAM

VOLUNTARY ROLE

Purpose:

- Primarily responsible for welcoming visitors to Ely Cathedral in accordance with our mission statement. Located on the main entrance and exit points, they maintain a watchful, helpful, and friendly presence at all times. The role has three key positions:
 1. West Door
 2. West Nave
 3. South Door

While the tasks at each location differ slightly, they all have the same purpose.

Duties:

- Ensuring that everyone who comes into the building receives a warm and friendly welcome in accordance with the Cathedral's Benedictine tradition.
- Checking or scanning visitor tickets and giving them appropriate directions to the Stained Glass Museum (SGM) and Shop at the beginning of their visit.
- Directing pass holders and people who need to buy tickets to the Ticket and Information Office.
- At the exit point expressing thanks to everyone for visiting the Cathedral and offering to help them with any directions to the high street, car parks, Almonry, riverside etc.
- Assisting with evacuation of members of the public from the building in the case of an emergency.
- Recognising when a visitor may need additional pastoral support. This could include liaising with a Visitor Services Assistant (VSA) about contacting a Day Chaplain or Canon in Residence.
- Liaising with the VSAs at the beginning of each shift to ensure you have up-to-date information for the day.

Person Specification:

- In sympathy with the Cathedral's purpose, mission and values.
- Outgoing and approachable personality.
- Must be prepared, alert and able to respond to situations as they arise.
- Able to follow basic instructions.
- Reliable and punctual.
- Familiar with using e-mails.
- Competent with IT and comfortable with using an online rota system.
- Expected to be comfortable with fulfilling any of the three positions.

Time Commitment:

- Welcome Team volunteers are usually required to do at least one shift every three weeks. Volunteers have a choice of which position they sign up for. The shift patterns range from 1.5hrs to 2.5hrs in length.

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Ely Cathedral Trust is a Registered Charity No. 264803

Training:

- Required to undergo Basic Safeguarding Awareness Training every 3 years and be aware of the advice given in the Cathedral Safeguarding Handbook.
- Regular attendance is required at specific training sessions that take place throughout the calendar year.

Supervised by:

- The Visitor Experience Manager.