**VOLUNTEER ROLE DESCRIPTION**

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| **Volunteer Role:** | Volunteer Welcomers Team Leader  Volunteer Deputy Team Leader |
| **Volunteer Team:** | Welcomers, also known as Doorkeepers |
| **Member of staff responsible:** | Visitor Experience Manager |
| **Date of completion:** | July 2019 |

**Chichester Cathedral’s Vision & Purpose**

Through imaginative worship, inspiring music and art, engaging teaching and generous hospitality, we will be a place of transformation where our human experience finds its meaning in the unconditional love and compassion of God.

**Our Values**

Our vision and purpose are supported by our Christian values:

* **Openness, honesty and integrity** – in the way we conduct our common and individual life
* **Fairness, justice and compassion** – in our engagement with individuals and the structures of our society
* **Generosity** – in our judgements and our welcome.

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| **1** | **Role Purpose** |
|  | Welcomers (also known as Doorkeepers) play a critical role in ensuring a warm welcome to the thousands of visitors to the Cathedral each year. The Team Leader and deputy Team Leaders play a key role in ensuring that the team is managed appropriately to deliver outstanding hospitality, in line with our policies and values.  In addition, the Team Leader will have a responsibility for co-ordinating the deputy Team Leaders. |
| **2** | **Role Accountabilities** |
|  | * Oversee and support a team of approximately 150 Welcomers, understanding their needs and abilities, and working with Cathedral staff, to ensure the team delivers a consistently high quality welcome to all Cathedral visitors; * play a part in recruiting new volunteers in order to ensure that there are sufficient doorkeepers available; * ensure that new volunteer doorkeepers are inducted properly, as members of the Welcomers and the wider team of Cathedral volunteers; * support volunteers so that they can best deliver their roles, playing a part in regular communications and working with Cathedral staff to make sure that volunteers feel valued; * work with staff to ensure that volunteer Welcomers have the ongoing training and development that they need in order to undertake their roles effectively and in particular to ensure that they undertake mandatory training (including the CO Safeguarding training); * manage the rota in the most effective way possible to ensure that there is an appropriate complement of volunteer welcomers on duty each day **NB** Welcomers are currently on duty: April to October - 10 am to 5 pm and November to March - 11am to 3 pm. * regularly review role requirements, in conjunction with other visitor-facing volunteer teams, to ensure that the Cathedral’s welcome is maintained at the highest standard. |
| **3** | **Contacts** |
|  | In addition to the Visitor Experience Manager, important contacts include:   * Cathedral vergers to ensure that the Cathedral is maintained in a tidy and safe manner and that any potential health & safety concerns are addressed; * other volunteer team leaders to provide support and ensure volunteer resources are utilised effectively; * other members of the Cathedral staff, and in particular the Volunteer Co-ordinator, to share information and obtain support and advice. |

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| **4** | **Special Requirements** |
|  | This post is open to all. Volunteers are expected to have an understanding of, and empathy with, the mission and aims of the Cathedral and be comfortable adopting an enthusiastic ambassadorial/promotional role in a wide range of settings.  Welcomers traditionally stand at the West door and so there is an expectation that you are comfortable standing for not less than an hour. |
| **6** | **Qualifications, Skills and Experience** |
|  | * strong organisation skills * competent IT user and in particular Microsoft office applications; * ability to motivate and lead a team of volunteers; * good interpersonal skills, comfortable communicating with a variety of people of all ages. |