

## WELCOMERS AND GUIDES

### Job Description

The roles of both **Welcomers and Guides** are vital to the mission and ministry of Manchester Cathedral. Welcomers provide the first contact between the Cathedral and its visitors and are the point of reference for information and help. Guides extend this role by taking visitors around the Cathedral to explain more fully its history and architecture. As such both are ambassadors for the Cathedral.

### Welcomers

1. **Welcomers** will usually give 3 hours of their time, morning or afternoon, weekly or fortnightly to staff our Welcome Desk. A rota will be drawn up with regular time slots allocated according to the Welcomer's availability.

We aim to have at least 3 Welcomers available whenever the Cathedral is open. They will be on duty with one or more of our Guides and a Chaplain.

2. **Welcomers duties include:**

- Warmly welcoming all visitors into the Cathedral. Welcomers should have a courteous, friendly and informal manner that puts people at ease thus helping to preserve the Cathedral's positive relationship with its congregation, local community and visitors.
- Providing information and help to visitors by answering routine enquiries, pointing out information about the building or about future events, directing them to exhibitions or to our Visitor Centre with its displays and Cathedral Shop and Café or showing visitors where they can light a candle or just sit quietly to reflect and pray.
- Keeping as up to date as possible with the services that the Cathedral offers, for example Worship, Concerts, Exhibitions, Education, Archives, Cathedral Visitor Centre, Friends Association, other Cathedral groups and the Booth Centre – details of which can be found in the literature on the Welcome Desk, in the Welcomers' Information Folder and in the Manchester Events Guide, as well as on the Cathedral website.
- Keeping a tally of visitors for one hour out of their time on duty, for our official records, by using the mechanical counter and sheets provided.
- Keeping the Welcome Desk tidy and well stocked with guides and leaflets.
- Encouraging the use of the Cathedral's Explorer's Trail with children and family groups and keeping the Open for All activity tables well stocked and tidy during the holiday period.
- Encouraging the use of the Visitor Centre and Cathedral Café.

## Guides

1. **Guides** will receive training to lead tours and to provide detailed information of historical, architectural and artistic interest about the Cathedral to both individuals and groups. They will take visitors around the building sharing their expert knowledge of its history and its many interesting features, answering questions and helping to make the visit as enjoyable and informative as possible.
2. **Guides** will direct visitors to displays in our Visitor Centre and to the Library at Chetham's School.
3. **Guides** will generally be on duty for 2 -3 hours, morning or afternoon, on a weekly or fortnightly basis alongside our Welcomers and Chaplain. A rota will be drawn up with regular time slots allocated according to the Guide's availability.

**Welcomers and Guides** will receive:

- A name badge.
- A lunch voucher for a sandwich and a hot drink from the Cathedral Cafe on their rota day at the reduced price of £3.00.
- A free drink from the Refectory.
- A free copy of our latest pocket Guide book.
- A copy of the Volunteer Policy and an information handbook.
- Any training considered by Chapter to be necessary for the Welcomer or Guide to fulfil their role.
- A copy of the Cathedral's Health and Safety Policy if requested.

**New volunteer Welcomers and Guides** will be involved in a period of "shadowing" an experienced Welcomer or Guide and will be taken on a guided tour of the Cathedral in order to help them understand the role of Welcomer or Guide more fully. Training and support will be provided by the Volunteer Coordinator and the Vergers. Welcomers and Guides will serve a probationary period of 6 months after which time that Volunteer Coordinator will supply a reference for those who so need. A review will take place annually.

**Welcomers and Guides** are asked to undertake all reasonable duties allocated to them by the Volunteer Coordinator and Head Verger to the best of their abilities. They are required to co-operate fully with their colleagues and to act with politeness. They will be expected to be of sound body and mind in order to carry out their responsibilities.

**Providing pastoral care and support is the responsibility of the Vergers and Chaplains, and it is not expected that Welcomers or Guides should take on this role.**

### To apply

If you would like to be involved in the ongoing mission and ministry of the Cathedral as either a Welcomer or Guide please complete the application form and return it to:

The Volunteer Coordinator  
Manchester Cathedral  
Victoria Street  
Manchester M3 1SX

0161 833 2220  
volunteers@manchestercathedral.org

[www.manchestercathedral.org](http://www.manchestercathedral.org)

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