

## WELCOMERS AND GUIDES

### Background and role purpose

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 and also the exciting projects and events linked in to the Cathedral's future development.

As such both are ambassadors for the Cathedral.

### Role responsibilities

**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. 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 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 any activity tables well stocked and tidy during the holiday period.
- Encouraging the use of the Visitor Centre and Cathedral Café.

**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.

- Guides will be on duty at the same time as our Welcomers and Honorary Chaplains;

- Guides usually give 2 or 3 hours of their time, morning or afternoon, weekly or fortnightly to 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;
- Guides will direct visitors to displays in our Visitor Centre and to the Library at Chetham's School of Music;
- A rota will be drawn up with regular slots allocated according to your own availability.

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** are asked to undertake all reasonable duties allocated to them by the Visitor Services Manager to the best of their abilities. They are required to co-operate fully with their colleagues and to act with politeness.

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. Welcomers and Guides are not responsible for the security of the Cathedral building.

## Have a question?

If you would like more information about this role then why not speak to Donna Denston here at the Cathedral by calling us on 0161 833 2220 extension 242.

## To apply

If you would like to be involved as a Cathedral Education Volunteer please complete the online application form at: <http://www.manchestercathedral.org/apply>

If you have any difficulties in using the online application form or require any assistance in completing it then please email us at [office@manchestercathedral.org](mailto:office@manchestercathedral.org) or telephone us on 0161 833 2220.

## Further information

**Code of Conduct** Manchester Cathedral believes that everyone has the right to be treated with dignity and respect at work. We have adopted equal opportunities and dignity at work policies that commit Manchester Cathedral to fair, unbiased and objective employment practices and a work environment that is free of harassment and victimisation for all (regardless of gender, disability, race, religion, country of origin, age, sexual orientation or status). As a volunteer you will be asked to read and adhere to Manchester Cathedral's Volunteer Code of Conduct.

**Safe Recruitment** As part of the safe recruitment policy at Manchester Cathedral, all reasonable steps are taken to ensure that through relevant procedures and training, all children, young people and adults taking part in life at the Cathedral can do so within a safe environment – we therefore carry out interviews with all applicants and undertake reference checks on all types of workers (including volunteers). This is why you are asked you to complete an application form and provide us with three referees. Due to the nature of the work involved, some roles will only be offered subject to a satisfactory criminal record self-disclosure and an enhanced criminal record check with the Disclosure and Barring Service (DBS).

**Data Protection** Manchester Cathedral is committed to respecting your privacy and protecting your personal information. We will only use any personal information you provide to process your application to work at Manchester Cathedral. You can request our Privacy Notice for Applicants at any time, which clearly outlines how your personal data is used and your legal rights regarding its use.