



THE CATHEDRAL AND
 ABBEY CHURCH OF
 SAINT ALBAN

Welcome Team Assistant – Role Description

Role title	Welcome Team Assistant
Purpose	This role plays an integral part in the overall Welcome we offer at St Albans Cathedral. They will have a large impact on the visitor experience and will enjoy high level of interaction with our visitors through answering questions, handing out information, and assisting them in the interactive exhibition areas
Reporting to	Visitor Services Officer, Laura Bloom vso@stalbanscathedral.org 01727 890271
Main tasks	<ul style="list-style-type: none"> • To provide a warm welcome to all the people who come into the Cathedral • Be available to offer guidance on way finding, the interpretation throughout the building, general questions about events and services • Will work within the Cathedral as part of the Welcome Team, which includes the Welcomers, Welcome Desk Assistants, Shop and Box Office Assistants, and Cathedral Guides, to ensure our visitors have a memorable time while they are here
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Welcoming and friendly manner • Willingness to interact with a wide variety of people of all ages and from all walks of life • Strong communication and interpersonal skills
DBS check?	Not required for this role
When	<ul style="list-style-type: none"> • Two hour shifts between 10 – 4 (except Sunday)
Where	<ul style="list-style-type: none"> • You will be based inside the Cathedral and Welcome Centre (from 2019) – this is not a static position and you must be willing to move where needed throughout the shift
Support offered:	<ul style="list-style-type: none"> • Full training will be provided on the cathedral community, building highlights/ brief history, and health and safety details • Further training available on customer care, disabilities awareness, and visitor welcome across St Albans and will be offered at regular intervals
What can volunteers get out of it?	<ul style="list-style-type: none"> • This role is a useful way to get a good background in the Cathedral for someone who might be interested in becoming a Cathedral Guide • Great opportunity for students and others interested in history, community, and heritage/museum studies to get experience in visitor services to add to their CV • Strong social element of this role would allow volunteers to meet many new people: visitors, staff and other volunteers
Additional volunteering information:	<ul style="list-style-type: none"> • Annual Volunteers' Evensong and Thank you event • Social events during the year • More information on volunteering at the Cathedral can be found on the website https://www.stalbanscathedral.org/community/volunteers/