

Welcomer Role Description



THE CATHEDRAL AND
ABBEY CHURCH OF
SAINT ALBAN

Reporting to	Laura Bloom, Visitor Services Officer Member of clergy with overall responsibility for Welcome is the Canon Chancellor, Kevin Walton
Purpose	To provide a warm welcome to all visitors and be an initial point of contact and information to all who visit St Albans Cathedral
Main tasks	<ul style="list-style-type: none"> • Express a warm and genuine welcome to all visitors • Offer the free Welcome to the Cathedral leaflet: pointing out the plan of the building to show where they are; showing the location of the Café, Shop, and toilets if necessary • Asking visitors about making a donation when appropriate • Point out the availability of walk-through guide leaflets and guide books for purchase • Check the daily what's on guide when on duty <p>In addition, the Welcomer is available to:</p> <ul style="list-style-type: none"> • Give information about guided tours, and family trails in the holidays • Advise on any service or concert about to start shortly • If necessary, point to the South side for wheelchair and pushchair access • Answer any questions which the visitor may have, as far as possible. <p>Depending on the nature of the particular query, Welcomers should refer visitors to the Cathedral guides, information desk volunteers, virgers or day chaplain.</p>
Skills, experience and qualities needed	<ul style="list-style-type: none"> • A welcoming and friendly manner • Willingness to interact with a wide variety of people of all ages and from all walks of life • Ability to think on your feet and adapt
DBS check?	Not required for this role
When	<ul style="list-style-type: none"> • This role is based off of a monthly rota, with three duties each day between 10 – 4 (except Sundays) • Two hour sessions • Very flexible and based on when you are available
Where	This role is currently based at the West End of the Cathedral, from mid-2019 there will be more flexibility in the location
Support offered:	<ul style="list-style-type: none"> • Full training will be provided on all information needed • A notebook of information kept for the Welcomers that has Cathedral history, frequently asked questions, and maps on hand • Further training available on customer care, disabilities awareness, and visitor welcome across St Albans which will be offered at regular intervals
What can volunteers get out of it?	<ul style="list-style-type: none"> • There is a strong social element to this role and will allow the volunteers to meet many new people: visitors, staff and other volunteers • Being part of the Cathedral community • Being a member of a team • Experience in front of house heritage role and visitor services
Additional 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/