

## **Volunteer Role Description: Guide**

### **About the Cathedral:**

Carlisle Cathedral stands at the heart of the City. Founded in 1122 by Henry I, the Cathedral is one of the oldest and best-known buildings in Carlisle. It is a key heritage asset and landmark within the City's 'Historic Quarter'. The great monastery in Carlisle was dissolved on 9 January 1540 and the new foundation, the Cathedral Church of the Holy and Undivided Trinity, came into being in 1541.

Carlisle Cathedral is an everyday church, offering almost 1300 services every year. We are open and active every day of the year and we welcome over 150,000 visitors, worshippers and pilgrims per annum. Our team of over 100 volunteers support all aspects of the Cathedral's day to day operation.

In 2019 the Cathedral underwent one of the most significant periods of change in a generation – both physically and culturally. The exciting work on the medieval Fraternity, the Undercroft and new Cathedral Café will create a hub for activity at the heart of the precinct. With a new education and learning centre and a new events and venue hire business the Cathedral is preparing for the next 900 years.

### **Ethos**

The Cathedral exists to proclaim the Christian faith. We ask that our volunteers have an understanding of and sympathy with the Cathedral's overall mission. It is important that everyone who works or volunteers here understands the importance of remaining sensitive to the Cathedral's primary purpose as a place of worship, whilst generating the visitor income we rely on to support the ministry of the Cathedral.

### **Safeguarding and Safer Recruitment**

The Cathedral is committed to safeguarding children, young people, vulnerable adults, and all who come into our care. As part of this we ask that everyone who works and volunteers at the Cathedral undertakes a safer recruitment process which is commensurate with the nature and form of the role. In all cases this will require you to be aware of and comply with the Cathedral Safeguarding Policy, the completion of a confidential declaration and to complete some level of basic safeguarding training.

### **About this role:**

Our Guides play a vital role in the visitor experience at the Cathedral. We aim to provide a world-class welcome to all, by all. Bringing the Cathedral's stories to life and actively engaging with visitors, answering queries, providing information, and encouraging donations are key activities in this role.

As a Guide, your main duties will be:

- Circulating around the Cathedral, in order that you are visible and accessible to visitors at all times
- Talking to visitors about the Cathedral's history, its present role and future plans
- Giving short informative talks or Guided Tours as required
- Greeting visitors to the Cathedral, providing a personal welcome in the south transept when a Welcomer is not available
- Informing visitors about our free-to-enter policy and sensitively encouraging visitors to support the Cathedral by making a donation

#### *General*

- Keeping up-to-date with and letting visitors know about the Cathedral's services and events
- Proactively engaging with visitors on a conversational level about their visit to the Cathedral and to the city
- Wearing a 'Volunteer' or name badge at all times when on duty
- Awareness of all security, emergency and housekeeping policies and procedures

#### **Is this role right for you?**

Our Guides are here to help our visitors get the best from their time at the Cathedral. If you have a friendly disposition and are happy to chat to people from all walks of life and from all over the world this could be the role for you.

*Are you also:*

- Confident talking to strangers and sharing your enthusiasm
- Willing to attend occasional training sessions to learn more about what's going on at the Cathedral and keep up-to-date with any change
- Able to handle busy times, with lots of people
- Happy to be part of a large like-minded team of volunteers
- Able to be on duty for up to three hours, often standing or walking around for quite some time?

*In return for your time the Cathedral offers:*

- Opportunities to meet new people and to share your enthusiasm for the Cathedral and the City
- Opportunities for training and development
- A supportive and friendly environment as part of a team of like-minded volunteers
- A feeling of being part of something bigger – playing your part in sustaining our magnificent Cathedral for future generations
- Regular news and updates about our events and activities

#### **Commitment**

The Cathedral is open seven days a week, 365 days a year. Guide sessions are:

10.00am – 1.00pm

1.00pm – 4.00pm

We would appreciate a commitment to at least one session per fortnight as this helps to keep information fresh and offers visitors a consistent experience. You may also occasionally be asked to attend training sessions which fall outside of your usual volunteering pattern.

To apply, please complete an application form, available in person or download from the website