



Winchester Cathedral has been at the heart of a vibrant community for nearly 1000 years. Today, the Cathedral welcomes more than 300,000 visitors and pilgrims each year. They come to share in our daily worship and hear our world-class choir, to enjoy the wonderful setting, stunning architecture, priceless treasures and to attend our extensive programme of events.

The Cathedral holds a special place in our nation's history and is renowned for the breathtaking architecture and beauty which attracts visitors and pilgrims from around the world.

Winchester Cathedral is called to renew, inspire and unite people in faith, hope and love. We live by our values of Openness, Excellence and Kindness in all that we do.

We are committed to providing a welcoming, respectful and safe environment for all, including children and adults who may be at risk of abuse and neglect. The care and protection of children, young people and adults involved in Cathedral activities is the responsibility of everyone who participates in the life of the Cathedral Community.

We expect all volunteers to share this commitment and follow safer recruitment policies and procedures.

**All successful applicants will be subject to checks, including satisfactory references and undertaking DBS checks where appropriate and Safeguarding training relevant to the role.**

## **Section Head - Reception volunteer**

Our Section Head Reception volunteer is the first point of contact for the Reception volunteer team. Leading your team, you are responsible for organising rotas, checking in on your team and offering guidance and support. You will also be an active part of the team working as a Reception volunteer too.

Commitment: one day a week, Monday – Friday, 9.00am – 5.00pm

DBS Level Required: None

Safeguarding Training Minimum Requirement: Basic (C0), Foundation (C1) further training will be given on how to process safeguarding concerns to the appropriate person.

### **Activities you will be involved in will include:**

- As Section Head you are responsible for organising and supporting your volunteer team, which will involve planning monthly rotas to ensure reception cover between 9-5 Monday to Friday
- Supporting the Visitor Experience Manager with the recruitment of suitable volunteers for this team and creating an induction plan
- Communicating any updates to your team via email or in person
- Making sure the team are happy and confident within their role, offering support and/or training if not
- Being an active part of the team (same activities as Reception Volunteer)

The support and time you give to the Cathedral and its visitors is really important. We want everyone, including you as a volunteer, to have a worthwhile and rewarding experience.

### **What we can offer you:**

- Training and support to carry out your volunteer role confidently and competently, which reflects how the Cathedral values you and your commitment
- Support from the Volunteer Co-ordinator and Visitor Experience Manager
- The chance to meet new people and belong to a caring community
- The opportunity to develop new skills and knowledge and contribute to the life of the Cathedral.

### **We are looking for people who are:**

- Experienced in managing and engaging a team and effective resource planning
- Friendly and approachable, who enjoy engaging with others and working as part of a team
- Positive, enthusiastic and confident
- Punctual and reliable
- Open minded, with the ability to welcome everyone to the Cathedral Offices
- Committed to ensuring the Cathedral's policies and procedures are understood and applied consistently
- Actively supportive of the Cathedral's commitment to safeguarding and willing to undergo the necessary checks and training
- Willing in approach and flexible in outlook
- Knowledge and experience of admin process and working on Reception
- Confident in IT, Microsoft Word, and ideally Excel and Teams/Zoom

### **Important information about volunteering at Winchester Cathedral:**

To ensure that we can provide the best experience to both visitors and volunteers we ask that all volunteers:

- Attend induction training, additional training and development opportunities, as deemed necessary to effectively fulfil the Section Head Reception role
- Complete Basic (C0) and Foundation (C1) Safeguarding training before commencing in role
- Meet mutually agreed time commitments, giving reasonable notice of absence to the Visitor Experience Manager so that alternative arrangements can be made
- Dress appropriately for their role.

If you have any questions or would like to find out more about the volunteering role at Winchester Cathedral, please contact:

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