



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.**

## **Volunteer Receptionist**

Our Reception volunteers are the first point of contact for staff, fellow volunteers and visitors on entry to the Cathedral Offices. Greeting everyone with a warm welcome is important and requires sensitivity and sometimes firmness.

Commitment: half a day a week  
Monday – Friday Either 9:00 am – 1:00pm, or 1:00pm to 5:30pm

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:**

- Monitoring email accounts and responding where necessary
- Answering and coordinating phone calls to the relevant people
- Engaging warmly with staff, volunteers and members or the public who come to the Cathedral offices
- General administrative work (printing, ordering stationary etc.)
- Taking deliveries and informing the relevant people
- Booking and preparing meeting rooms with refreshments
- Updating and organising the Cathedral diary for Tuesday morning meetings.
- Meet and greet candidates for interviews and verifying their right to work in the UK

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
- A friendly team led by a Section Head and supported by the Volunteer Co-ordinator
- 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:**

- 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
- Some knowledge and experience of admin process
- Reasonably confident in using IT notably emails.

## **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 Reception volunteer 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 Section Head 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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