



WINCHESTER CATHEDRAL

VOLUNTEERS

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 9.00am -1.00pm, or 1.00pm – 5.00pm

DBS Level Required: None

Safeguarding Training Minimum Requirement: Basic (C0), Foundation (C1), and 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:

Sarah.williams@winchester-cathedral.org.uk