

Welcomer Volunteer Role Description

What will I be doing?

Working within Sheffield Cathedral to welcome all who enter

- ŏ Listen to visitors and respond to need
- ŏ Give information re history, heritage, events, meetings and services
- ŏ Direct visitors to meetings, events, concerts, studies or services taking place within Sheffield Cathedral
- ŏ Assist visitors with general enquiries about Sheffield, sharing your knowledge of the city and Yorkshire
- ŏ Promote our information leaflets, events, activities and services to visitors
- ŏ Sell event tickets and programmes
- ŏ Direct people to the Clergy or Chaplain to discuss faith issues

Where will I be carrying out my tasks?

At the welcome area opposite the entrance, within the Cathedral, it's various Chapels and Chapter House. The majority of conversations with visitors take place whilst stood, however, seating is available.

What skills do I need?

We would prefer you to have:-

- ŏ A pleasant, approachable and helpful manner
- ŏ Good communication skills
- ŏ Sensitivity and empathy – an ability to read people
- ŏ Good judgement, ability to think on your feet
- ŏ Ability to keep calm and summon help if required

We would like you to have:-

- ŏ Knowledge of available resources
- ŏ Interest in archaeology of site and history

What should I understand?

You should have a knowledge and empathy of the Anglican Church and Sheffield's heritage. The Christian heritage you are explaining has been the focus for this site since 9th century AD.

How should I behave when I am carrying out my project tasks?

Smile! Enjoy working in a team. Ability to interact with people from all walks of life. Be versatile.

What will I gain?

Knowledge. Delight and privilege in sharing the beauty and heritage of this House of God and its significance within the City of Sheffield. Experience working with the public – welcoming is a fresh experience every time, it can be so rewarding listening to visitors telling of their own families and how their lives connected with the Cathedral. Such tales add to your own knowledge and experience.

WELCOMER DUTIES

Arrive before your shift start time to enable yourself to put your personal items in a locker, get a radio, sign the time sheet, put on your robe and be in the welcome foyer for the start time of your shift.

Pick up a supply of free visitor information sheets.

Stand in the front half of the welcome foyer to welcome visitors. This enables you to see who is coming into and out of the Cathedral.

Press the button to open the door for visitors at all times. This is one of the most welcoming acts you can do and avoids any confusion for visitors operating heavy doors.

Smile!

Talk to visitors. Make them welcome, hand them a free visitor sheet, direct them to their desired location in the building.

Keep your body language positive. If you need to cross your arms do this behind your back not in front.

Where two welcomers are on shift together operate one set of doors each.

Give clear directions including access to all chapels, coffee shop and gift shop.

Work as a team, be aware of conversations already held and judge if you need to open the door to let them through to the Nave for a service, 1554, prayer station, tour guide, recital or heritage area.

Alternatively visitors may want to talk to both welcomers. Remember the kind and generous giving of our time to listen to our visitors may be the sole act they need from us on their visit today.

On leaving the building once again, open the doors with a smile. Talk about their visit. Promote going out through the shop for a memento.

Maintain a professional approach to your time when welcoming visitors.

You are there for them.

Have your conversations with your fellow volunteers after your shift.

Our visitors must always come first in all we do.

Be in situ in the foyer until the end of your shift or the next team arrive.

Take details of groups attending the Cathedral on ad hoc basis prior to their entry to the Nave.

Remember voices carry extremely easily within the Cathedral, respect this when services, events and recitals are taking place.