

Volunteer Role Description for York Minster Information Stewards

Purpose of the role:

Proving information performs an important role in the welcome of visitors and groups, providing information to visitors and as a support to the entrance desks

Volunteer Supervision:

Responsible to Lynsey Craggs, Visitor Experience Volunteer Manager
Additional support for volunteers Susan Mason, Volunteering & HR Manager

Location:

Undercroft Desk, Minster Floor

Key tasks/activities:

- Let the Undercroft Desk staff know you have arrived and sign in the diary
- At the start of your duty, check the Scheme for details of any special services
- At the start of your duty, check the General Information File (black) to see if any new information has been added, the Volunteers' Briefing sheet for any closures and to see what events are advertised
- Give clear and accurate information on the Minster's services, history and the facilities on offer
- Collect returned children's backpacks, check contents and return to admission desks
- Give support to staff working on the Undercroft Desk
- Give a warm and friendly welcome to all visitors to the Minster
- Portray the activities and policies of the Chapter of York in a positive light at all times
- Keep to the timeslots arranged in advance and inform the Assistant Visitor Operations Manager if unable to volunteer on a particular day

Skills and attributes sought:

- An empathy with the aims of York Minster
- A general knowledge of the Minster's daily life and history
- The ability to welcome visitors in a friendly and positive manner
- The ability to keep up-to-date with current information
- The ability to be mobile
- Willingness to undergo training relevant to the role
- Willingness to wear required identification

Training provision:

- General induction
- Health and Safety induction
- Introduction to the Information Desk
- Learning alongside member of staff
- Ongoing training opportunities

Commitment involved:

- Two hours per week or fortnight on a rota basis

Health & Safety

Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health & safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Organisation on health & safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

Safeguarding

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Minster. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct and undertaking any safeguarding duties commensurate with their specific role.