

Volunteer Role Description for York Minster

Undercroft Volunteer

Purpose of the role:

To engage with visitors, and maximise their enjoyment of the 'Revealing York Minster in the Undercroft' experience. To be a point of contact and assistance for visitors in the Undercroft and Treasury.

Volunteer Supervision:

Coordinated by: Lynsey Craggs, Visitor Experience Volunteer Manager
Management responsibility: Kate Whale, Head of Visitor Operations

Location: The Undercroft and Treasury

Key tasks/activities:

At the start of your duty;

- Let the Visitor Experience Manager or Minster Host 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 Volunteer's General Information File (on the Group Desk) to see if any new information has been added, the Services, Events and Closures sheet and the Volunteer Notice Board for any closures and to see what events are advertised

Ensure the best possible experience for visitors to 'Revealing York Minster in the Undercroft' by;

- Engaging with visitors
- Answering visitors' questions and queries
- Assisting visitors in using interactives, both physical and electronic
- Assisting Minster Hosts in ensuring the safety of visitors through effective evacuation in case of emergency

Skills and attributes sought:

- An empathy with the aims of York Minster
- The ability to welcome visitors in a friendly and positive manner
- Happy to be proactive in approaching visitors
- Enjoy helping people
- Calm personality – for example if the Undercroft needs to be evacuated
- The ability to keep up-to-date with current information
- Willingness to undergo training relevant to the role
- Willingness to wear required identification

Training provision:

- Volunteer induction including a General, a Health and Safety and disability awareness induction
- A one day training sessions to include;
 - Minster History linked to the objects in the Undercroft
 - Customer service and engaging with visitors
 - Undercroft training including using the interactives
 - Evacuation training
- Willingness to attend ongoing training opportunities

Commitment involved:

'Revealing York Minster in the Undercroft' is open from 10.00 to 17.00, every day except Sunday when the Undercroft is open from 13.00 to 17.00. Volunteers would be on a regular rota for either a 10.00 to 12.30, 12.30 – 14.45 or, 14.45 to 17.00 session once a week.

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.