

## Volunteer Role Description

### Role

Events Steward

### Report to

Pam Walker

### Objective

To steward at events, ensuring that visitors are welcomed.

### Role description

- Dealing with tickets/invitations
- Directing visitors to their seats , exhibition spaces, etc
- Looking after exhibitions and dealing with questions from the public

### Person specification

#### Essential

- A polite and pleasant demeanour
- A pro active attitude and the ability to use own initiative
- Willing to work as part of a team
- An interest in the Cathedral and its work

#### Desirable

- A second language
- Other methods of communication such as BSL
- An interest in/or previous experience in customer service

### Volunteers are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage in the workplace
- Correct utilisation of appropriate personal protective equipment

### Equal opportunities:

It is the policy of this organisation to provide equal opportunities without regard to gender, disability, race, religion, country of origin, age, sexual orientation or status