

Volunteer Role Profile

SOUTHWARK
♦ CATHEDRAL ♦

Volunteer Role

Volunteer Receptionists

Volunteer Manager

Volunteers Officer

Where you will be based

Office

Why we want you

Become a part of the welcoming reception team at Southwark Cathedral where you will help to greet visitors, answer enquiries and respond to calls in this busy and friendly working environment. Full training will be provided.

What you will be doing

- Meeting and greeting those visiting Montague Chambers offices – both staff and visitors.
- Signing visitors in/out to comply with health and safety/confidentiality.
- Keeping the lobby area neat and tidy, with nothing obstructing the walkways/exits – if anything is stored in Reception that is unaccounted for, please inform a member of staff.
- Answering/fielding telephone enquiries and passing on messages to the relevant staff members.
- Enquiries may include (to name just a few examples); details about the daily services, special services or events, booking tours/conference spaces, more operational enquiries concerning access, café/shop opening hours.
- These could also be of a pastoral nature, for example if an individual wishing to book an appointment with the clergy or organise a special service.
- Receiving and distributing incoming post and taking the post to the post office at the end of the afternoon shift.
- Parcels to be recorded and staff member notified.
- Monitoring the CCTV camera feeds and alerting the Vergers/other staff members as appropriate of anything suspicious.

The skills you need

- Excellent communication skills.
- Respectful of all those visiting the Cathedral offices ensuring that confidentiality is maintained appropriately.
- Proactive – ability to problem-solve and knowing when to ask for assistance if required.
- Ability to use a computer and the office telephone system (training provided).
- Previous experience of being on reception is desirable.
- Able to commit to at least 1 morning or afternoon shift (~4 hours) per

week.

What's in it for you

- • An opportunity to meet new people and develop communication and administration skills.
- Training in a Reception role
- • The opportunity of supporting a place of worship and historic London Landmark
- • Invitations to meetings and Cathedral events
- • Discounts in the Cathedral Shop and Café.
- • Travel expenses reimbursement on the production of a valid receipt