

SOUTHWARK

◆ CATHEDRAL ◆

Welcomer Volunteers

Welcomers are part of the public face of the Cathedral. They welcome visitors when the Cathedral is open to visitors. They work closely with Vergers, Guides, Day Chaplains and Stewards. Welcomers should have a friendly, outgoing personality and be good with the public.



The Cathedral welcomes over 200,000 visitors each year. We are located next to London Bridge at the heart of the vibrant Bankside district next to Borough Market. The Cathedral is well placed on the tourist route along the River Thames and many thousands of people pass through the grounds every day.

We welcome not only tourists but those who are attending our many services, special events and conferences as well as those who seek us out as a place of stillness in the bustling centre of London.

What is involved?

- Providing a warm and friendly welcome to everyone visiting the Cathedral, demonstrating sensitivity to the variety of visitor needs
- Informing visitors of the services and events taking place
- Answering questions about the Cathedral and the local area
- Dealing with enquiries from visitors
- Encouraging visitors to visit all parts of the Cathedral, including the Shop, Café and Church Yard.
- Referring any visitors in need of pastoral care to the Day Chaplain
- Ensuring that those visiting the Cathedral are respectful
- Being vigilant regarding security and reporting any issues to the Vergers

What we are looking for?

- Friendly, reliably and enthusiastic people who enjoy speaking to people from all backgrounds
- Excellent communication skills

- Ability to be calm under stressful situations
- Knowledge of other languages would be of great benefit but is **not** essential
- Interest in the Cathedral and its history and able to demonstrate sympathy with the aims and mission of the Cathedral

What will you get out of it?

- Experience of volunteering in a historic London landmark
- The chance to find out about the fascinating history of the Cathedral.
- An opportunity to meet new people and develop communication and/or language skills
- An opportunity to make a contribution to the aims and mission of the Cathedral
- Discounts in the Cathedral Shop and Café
- Invitation to Cathedral events.
- Ongoing support from the Volunteers Officer
- More volunteer benefits are outlined in the volunteer handbook on the website.

Availability

We need welcomers from Monday to Saturday and ask individuals to commit to either a half day or whole day, weekly or fortnightly.

Shifts are 10.00 to 13.00 and 13.00 to 16.00 but can be flexible.

If you have any questions please contact the Volunteers Officer, Sharda Rozena at sharda.rozena@southwark.anglican.org.

If you wish to apply please download the application form on the volunteer webpage and send the completed form to Cathedral.Volunteers@southwark.anglican.org.