

Volunteer Role Description

ROLE: MODEL VOLUNTEER

Whilst varying roles exist and carry specific areas of activity/responsibility, the following description sets out the standard duties for all LEGO Model volunteers.

PROJECT: Exeter Cathedral LEGO Rebuild, Development Office

OVERALL ROLE MANAGEMENT BY: Development Officer. Daily supervision also by the Development Office Assistant.

TIME COMMITMENT: Varying opportunities available to take one or more 3-4 hour sessions on a rota that covers 7 days a week.

PURPOSE OF THE ROLE:

Model Volunteers are required to ensure that visitors have a safe and pleasant experience when attending and participating in the Exeter Cathedral LEGO Rebuild project. The project is a 3-year fundraising scheme looking to raise funds to help protect and preserve the fabric of Exeter Cathedral through the sponsorship of a 300,000 piece LEGO replication of the Cathedral and some of its buildings. Volunteers will assist with the full project customer experience as outlined in the role duties and delivery of a successful fundraising project.

VOLUNTEER PROFILE:

- Enthusiastic about the Cathedral (desirable);
- Enthusiastic about LEGO (desirable);
- Excellent communication and customer service skills;
- A positive, friendly, helpful attitude;
- Willing to undertake training;
- Able to operate as part of a team and to take instruction;
- Able to use initiative and judgement within procedure boundaries;
- Willing to actively contribute to the aim of providing an excellent level of customer care, supporting visitors and enabling them to enjoy their visit.

DUTIES:

Working with other volunteers:

- To help set up the area designated for the Exeter Cathedral LEGO Rebuild project;
- To undertake allocated tasks, including welcoming visitors, processing donations, 'selling' bricks, showing visitors where to put bricks on the model modules or on the model itself, clearing away, sorting bricks, tidying up and securing the LEGO area;
- To liaise with other key volunteers and staff in helping with the management of the project;
- To respond flexibly to the various events which take place in the Cathedral and which impact on the LEGO Project;
- To seek support from project staff in case of difficulty, queries and questions from visitors, or any concerns becomes apparent. Model Volunteers should not be expected to enter into potentially confrontational situations with visitors and should refer matters to the Head of Visitor Services or the Volunteers Co-ordinator or an appropriate person;
- To effectively use the Cathedral communication systems, enabling contact with Visitors Services, the Shop and Floor Managers.
- To be aware of security risks at all times, including unattended items and the safety of your own possessions and to notify Cathedral staff of any perceived risk immediately.

TRAINING:

- Prior to taking up their role, prospective Model Volunteers will be given induction training including a full LEGO project briefing (to include, model construction, customer service and handling money), the Cathedral, Health & Safety and Fire Evacuation. Volunteers are welcome to continue to develop their knowledge once in post and to attend further training events from time to time where necessary.

EXPECTATIONS:

- An understanding of and empathy with the operations of a working Cathedral
- Working in line with company procedures and within the law;
- To be representatives of the Cathedral and at all times treat other volunteers, staff and visitors with respect and consideration. Volunteers should expect the same treatment in return;
- To dress and conduct themselves appropriately and to wear Cathedral identification whilst on duty (project uniforms will be provided and is to be worn whilst on duty)
- Respect the confidential nature of information being handled and not disclose this to anyone who is not authorised or be used for any purpose other than within the boundaries of the project and as guided;
- To be familiar with the Cathedral Health and Safety Policy, Fire Procedures, other emergency procedures and the Safeguarding Guidelines. Before their shift, Volunteers must make sure they are aware of who is the first aider on duty and the location of the First Aid box.

BENEFITS:

- Active participation in the life of the Cathedral;
- Satisfaction in helping the local community and protecting heritage;
- Opportunity to get involved with the delivery of an innovative project;
- Meeting and sharing knowledge with visitors;
- Opportunity to develop skills through volunteering;
- Acquiring project training that will be transferable;
- Excellent high-profile entry for a CV which will get international coverage;
- Being appreciated and valued;
- A Cathedral parking permit for use when on duty on a first come, first served basis;
- Access to 2 of the 10 free tickets allocated to Volunteers per Cathedral organised event on a first come first serve basis;
- 15% discount in the Cathedral Shop and Café.

CONTACTS:

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