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| **Costumed Interpreter Volunteer**  **Role Profile** |  |

**Purpose of Role:** A voluntary role delivering high quality, accessible, informative and enjoyable in costumed character engagement sessions to a wide audience of visitors.

**Key Tasks: Visitor Engagement:**

* Engaging, as a costumed character, with visitors in formal and informal learning sessions.
* Undertaking additional research as necessary to enhannce your character role.
* Making every visitor feel valued and welcome
* Displaying an attentive, friendly, approachable, dignified and non-judgemental attitude at all times
* Giving or providing visitors with access to high quality leaening experiences and accurate information
* Communicating with visitors in an appropriate , accessible and friendly manner

**Person Specification**

**Attributes:**

* **Adaptable and willing to embrace change**
* Good communication skills
* Positive and enthusiastic
* Approachable and engaging
* Enjoys engagaing with visitors of all ages
* Enjoys being part of a team
* Enthusiasm to learn about Rochester Cathedral

**Time Commitment:** Flexible working to coverthe demand for guided tours. Tours usually take place

on weekdays 10 – 15.00, Saturdays 10.00 – 13.00. Occasional Sunday / evening work.

**Training**

* Undertake mandatory Safeguarding Basic Awareness and Foundation level training
* Follow the Cathedral Health and Safety Guidelines
* Undertake specific training in Live Interpretation skills
* Attend additional training sessions as organised by the Learning Department

**General duties of all Volunteers:**

* Complying with, supporting and actively promoting Cathedral policies and practices at all times
* Attending such training and development opportunities as deemed necessary by Chapter to effectively fulfil the role and volunteer in compliance with Rochester Cathedral’s Health and Safety Policy at all times
* Complying with the Safeguarding guidelines and policy
* Read the Health and Safety Guidelines and sign the Health & Safety Document
* Being prepared to propose ideas for improvement and be prepared to receive performance related feedback
* Wearing lanyard with an identity badge and a Cathedral Safeguarding card
* Dressing appropriately

**Key internal contacts:**

Volunteer Manager: Sandy Struben

Head Verger: Colin Tolhurst

Education Officer: Helen Bradshaw

**Prepared by:** Sandy Struben, Volunteer Manager, Colin Tohurst, Head Verger

and Helen Bradshaw, Education Office

**Authorised by:** Gordon Giles, Canon Chancellor (on behalf of Chapter)