Volunteer Role Description for York Minster

Old Palace Reception Desk Steward

**Purpose of the role:**

Old Palace reception performs an important role in the welcome of users, providing information to users and as a support to Collections & Learning staff.

**Volunteer Supervision:**

Supported by Chris Hughes, Collections Assistant

Responsible to Vicky Harrison, Assistant Director of Collections & Learning and

 Susan Mason, HR & Volunteering Manager

**Location:** Reception Desk, Old Palace

**Key tasks/activities:**

* Let staff know you have arrived and at the start of your duty, check the Old Palace diary and desk manual to see if any new information has been added.
* Give a warm and friendly welcome to all visitors to the Old Palace, assess their needs and direct to appropriate department/member of staff.
* Give clear and accurate information on the history of the Old Palace and the facilities on offer.
* Direct users to location of library books on the ground floor and receive returned books.
* Ensure Historic Collections rules and regulations are followed by all users.
* Answer the phone and redirect calls.
* Keep to the timeslots arranged in advance and inform the Old Palace Reception Desk Co-ordinator if unable to volunteer on a particular day.
* Portray the activities and policies of the Dean and Chapter in a positive light at all times.
* Give support to staff working in the Old Palace.

**Skills and attributes sought:**

* An empathy with the aims of the Chapter of York and the Historic Collections Team
* Strong communication and interpersonal skills
* The ability to welcome users in a friendly and positive manner
* To be proactive and engage with users
* The ability to keep up-to-date with current information
* The ability to be mobile
* Willingness to undergo training relevant to the role
* Willingness to wear required identification

**Training provision:**

* General induction
* Health and Safety induction
* Reception training
* Mandatory training sessions throughout the year
* Ongoing training opportunities

**Commitment involved:**

* At least two hours per week on a rota basis

**Health & Safety**

Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health & safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Organisation on health & safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

**Safeguarding**

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Minster. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct and undertaking any safeguarding duties commensurate with their specific role.