PETERBOROUGH CATHEDRAL
Volunteer Role Description

Role	Shaun the Sheep– Farmathalon Live!
Department	Operations
Supervisor	Duty manager/ Head of Operations
Description	This is a family visitor facing role ensuring the successful delivery of the Shaun the Sheep Farmathalon. This will be held outside in the Cloisters 29th July – 2nd August and 19th-23rd August. The role will include: • Ensuring visitors are made to feel welcome and enjoy their visit • Ticket checking at the entrance to the Cloisters • Directing visitors to ensure an enjoyable, but safe flow of traffic • Hosting one of the 7 activities and being lively in encouraging families to get involved • Keeping the area tidy and reset for the next group, this will involve being able to reach the ground to reset activities • Assisting in evacuations, or other emergency processes where necessary Note: The role is subject to two satisfactory references as per the Cathedral's Safer Recruitment guidelines.
Skills Needed	• To join our Baa-rilliant team, the most important aspect is that you should be a confident communicator, able to engage with families to provide an exciting experience. We want people who are enthusiastic about cheering on families as they compete against each other! • Able to offer a high level of customer service when dealing with queries or complaints. Able to appropriately escalate issues to the duty manager • Able to meet the physical demand of the shift being stood outside and getting involved in the events.
Training Provided	• Mandatory safeguarding training for all volunteers. Children will be supervised by parents/carers throughout the event. • Volunteers will be required to complete to a training session in advance of starting their role which will cover the details of the exhibition. This will be in two parts – a general Cathedral induction, which will be available to watch via Youtube in July, and in person training on the Farmathalon on 28th July. If you are not able to attend this, we will be able to deliver it 1:1 before your first shift • A duty manager will always be on hand to support you
Work Schedule	• There is no minimum requirement on hours to be undertaken, however we ask that all volunteers aim to attend on average of two half day sessions per week during the 2 weeks. • Volunteers will sign themselves up for shifts via the online rota system • All volunteers should give as much notice as possible if they are unable to attend a shift • There will be other elements to the exhibition which we would love for you to also be involved in outside of the 2 weeks of the Farmathalon if you have the time.