PETERBOROUGH CATHEDRAL
Volunteer Role Description

Role	Shaun the Sheep Exhibition volunteer
Department	Operations
Supervisor	Duty manager/ Head of Operations
Description	This is a customer facing role ensuring the successful delivery of the Shaun the Sheep: Find the Flock element to our Shaun the Sheep exhibition. The role will include: • Checking tickets at the entrance to the exhibition inside the Cathedral using handheld ticket scanners • Providing information about the exhibition and more general information about the Cathedral as required • Ensuring visitors are made to feel welcome and enjoy their visit • Directing visitors to ensure an enjoyable, but safe flow of traffic • Floor walking around the exhibition to monitor the safety of visitors and the exhibits themselves • Keeping the area well presented • 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	• Confident communicator, able to approach people to ensure the safety of visitors and the exhibits themselves • Able to offer a high level of customers service when dealing with queries or complaints. Able to appropriately escalate issues to the duty manager • Volunteers should be aware of the need to actively engage with visitors and should be a roaming presence in their area. Volunteers can be seated at quieter time where necessary.
Training Provided	• Mandatory safeguarding training for all volunteers • Volunteers will be required to come to a training session in advance of starting their role which will cover the details of the exhibition
Work Schedule	• The exhibition will be open from 28th July to 31st August 2025. • There is no minimum requirement on hours to be undertaken, however we ask that all volunteers aim to attend on average of one-half day session per week. • 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