



## LICHFIELD CATHEDRAL

### ROLE DESCRIPTION FOR TOWER TOUR LEADER

Role Holder:

Role Title: Tower Tour Leader

Responsible to: Volunteer Coordinator

Support provided by: Volunteer Coordinator, Vergers, Admissions team

Duration of role: As required and by agreement. Tours last 1hr 30mins and volunteers will need to arrive 30mins before their tour to prepare.

#### Purpose:

After NLHF restoration work, the central spire at Lichfield Cathedral will be reopening to the public in Summer 2024. The tower tours offer spectacular views across Lichfield whilst giving visitors an insight to how the medieval cathedral was constructed and stories from the significant historical events that the spires have borne witness to.

Guides work in pairs to lead small groups of visitors on a 90-minute guided tour of the interior and exterior upper areas of the Cathedral. Tours are open to ages 8+. Any under 18s on the tour remain the responsibility of their parent/guardian.

#### Key Tasks:

- To greet visitors, talk to them in an engaging way about the building, and answer their questions.
- To make them fully aware of what they will be doing – climbing 200 steps, negotiating narrow passageways etc
- To signpost visitors to toilets, shop and other amenities and know about times of worship in the Cathedral
- To maintain the Cathedral's high expectations in matters of security and health and safety.
- To keep attendance records (where required) and to note questions and remarks so that recurring responses can be identified and inform future developments.
- To follow procedures set by Lichfield Cathedral.

#### Support & Training

- This will be provided by the Volunteer Coordinator.
- Full training is provided “on the job” by shadowing and assisting an experienced tower tour guide
- Health and Safety, fire evacuation and hand-held radio training is provided
- Mandatory safeguarding training is provided on appointment
- Opportunity to evaluate and share concerns, seek advice and ask questions as appropriate
- Training will take place in late May/early June 2024

#### PERSON SPECIFICATION

- a) Able to climb many steps and negotiate narrow and uneven walkways confidently.
- b) Not afraid of heights and narrow spaces.
- c) Good communicator.
- d) Able to deal calmly and firmly with situations that arise.
- e) Can adapt and change to meet the needs of varied audiences.
- f) A good timekeeper, committed to the role undertaken.
- g) Interest in history and/or architecture.
- h) Able to work as part of a team.

- i) Committed to working to the Cathedral's safeguarding policies and practices and to attending the appropriate training.
- j) Willing to undertake appropriate training as required.
- k) Able to recognise the boundaries of the role and seek advice where appropriate.
- l) Understand the Cathedral's role as a centre of worship and mission and as the Mother Church of the Diocese
- m) Be sympathetic to the Cathedral's Christian ethos, vision and ministry.

**I confirm that I have received a copy of the role description set out above.**

**Signed:** ..... **Print Name:** ..... **Date:** .....  
**(volunteer)**

**Signed:** ..... **Date:** .....  
**(on behalf of Lichfield Cathedral)**