

We are actively recruiting volunteers (aged 18+) to join our wonderful existing team welcoming our many visitors from across the world to our beautiful building. Please read the role description below and email [volunteers@kendalparishchurch.co.uk](mailto:volunteers@kendalparishchurch.co.uk) if you are interested.

### **The role**

The role of the volunteer Welcomer is to greet all visitors as they enter Kendal Parish Church (KPC).

### **Responsibilities include:**

- Offering leaflets with information about the church.
- Answering visitors' questions
- Providing directions as needed
- Escorting visitors to specific areas of / items in the church
- Notifying visitors about upcoming events and concerts
- Encouraging visitors to feedback about their visit on social media and / or the visitors' book
- Explaining the importance of donations
- Advise visitors in need of pastoral care about how to contact the ministry team.
- Notifying the church office of any Health and Safety incidents

### **Skills**

Required:

- Welcomers need to be friendly, polite and patient
- You should be good communicators and enjoy meeting and talking with people from many different countries and cultures
- You should love the building and want to share that love and knowledge with visitors
- You should be able to identify when people want to chat or wish to be quiet

- You should be comfortable answering questions on a variety of subjects

Desired:

- Knowledge of Kendal and surrounding area is helpful as visitors often ask about other places that are worth a visit or for directions
- It is not necessary to be a member of the KPC congregation or to have any Christian faith, but we do expect Welcomers to have sympathy with the mission of KPC and to present the faith and worship of KPC in a positive light

### **Training & support**

Volunteer Welcomers will receive an induction (including building knowledge), and will be supported by the Volunteer Coordinator.

Annual refresher training will be provided. All Welcomers will be invited to an end of season get-together. Welcomers will be provided with official identity badges and other materials to help them in the role.

### **Hours**

Welcomers are on duty in pairs, from 01 April to 31 October, Monday to Saturday, 10am – 4pm. Shifts are two-hourly: 10am to midday, midday to 2pm, and 2pm to 4pm. Volunteers may do more than one shift per day if they wish. We hope each Welcomer will be able to commit to at least one two hour shift per fortnight.

### **Supervisor**

Volunteer Co-ordinator

### **Safeguarding and data privacy**

Follow these links to find out how we take [safeguarding](#) and [data privacy](#) seriously at KPC.