



Newport Minster - Visitor Experience Volunteer Role Profile

Role	Visitor Experience Volunteer
Location	Newport Minster
Times/days	As per rota – weekly commitment preferred
Reporting to	Community Engagement Coordinator

The Minster is the principal church of the Isle of Wight, a Grade 1 listed building, and is a focus for both church and community from all parts of the Island. It is a venue for major church festivals, and recognises the distinctive nature of the Island community.

As a place of worship, we host Island civic and major services welcoming around 700 people to our Remembrance Day Service.

As a place of historic interest, we welcomed 30,000 visitors each year before the pandemic to discover our fascinating history going back almost 1000 years. Visitors also seek a quiet and reflective space for prayer or contemplation.

As a spiritual focus for the Island we enjoy diverse occasions such as live music, theatre, community events and provide and a point of engagement with those of other faiths or no faith. We regularly host exhibitions showcasing local artists and local history. The Minster is used as a place of learning providing lectures by local societies and as a space for educational visits. Our weekday café provides refreshments and companionship for those visiting the Minster.

The Minster is a registered charity and relies on volunteers in all areas of our work. We welcome applications from people of all faith/no faith backgrounds for this role.

Visitor Experience Volunteers

Our visitor experience volunteers will be the first people visitors will meet when they enter the Minster. It will be your role to provide a warm and informative welcome, helping visitors find their way around the space and get the most out of their visit. You will need to be perceptive and understanding of the visitors needs.

As the Minster relies heavily on donations to maintain the building and the church you will need to be comfortable with directing people to donate.

As a visitor experience volunteer you will also need to keep the Minster clean and tidy for visitors.

Visitor experience volunteers may also be required to volunteer at events advertising and promoting the Minster e.g. volunteer fairs, local events and festivals.

Person Specification:

We are looking for people who:

- Have a friendly, welcoming and approachable manner
- Are comfortable promoting the work of Newport Minster
- Are interested in local history, culture and community
- Can work effectively in a team of volunteers
- Can be flexible in their approach to work and work on their own initiative
- Can commit to fairly regular days and times to fulfil a rota

Other information

Training will be given for this role including

- Customer service
- Visitor welcome
- Dementia friends
- History and heritage
- Basic Safeguarding Awareness

A full induction will also be carried out.

All volunteers must provide two references and may be subject to a DBS check before beginning the role.

Visitor experience volunteers may be required to work some evenings and weekends.

This role will be based at Newport Minster, St Thomas Square, Newport