



Volunteer for Dippy on Tour at Norwich Cathedral 11 January – 21 March 2021

Volunteers will be vital to the success of this exhibition so we are very grateful for your offer of support.

All volunteers are asked to offer a minimum of 10 shifts - more would be very welcome! We will be following the Cathedral's safe recruitment procedures which includes enhanced DBS clearance and online level C1 safeguarding training.

Please can we ask you to follow the process outlined below and return all forms, except the confidential declaration, electronically to our Dippy Recruitment Volunteer dippyvolunteering@cathedral.org.uk;

- Complete and return the **Application Form**
- Ensure two completed **Volunteer Reference Forms** are returned
- Complete and return the **Confidential Declaration Form** (signed by hand, not scanned or emailed) to: Chapter Steward, 65 The Close, Norwich, NR1 4DH, marked private and confidential. If necessary, do request a printed version from the Dippy Recruitment Volunteer.
- When your Application Form, Confidential Declaration Form and two references are received, we will forward you an Interview Questionnaire.
- Subject to the results of your Interview Questionnaire we will be in touch to arrange for your DBS clearance, completion of online Safeguarding Training and to confirm arrangements for your Dippy Volunteer Training.

If you have any other questions or queries at this stage, please contact us at dippyvolunteering@cathedral.org.uk. I look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink that reads "Andy".

Canon Andy Bryant

Canon for Mission and Pastoral Care

Application Pack

Dippy Visitor Experience Volunteer

Job Description

Role: Visitor Experience Volunteers

Where: Norwich Cathedral

When: January – March 2021

Closing date: Ongoing

Dippy the dinosaur has left his home in the Natural History Museum in London where he had been on display since 1905, and has been touring the UK, visiting locations in Scotland, England, Northern Ireland and Wales. Norwich Cathedral is the last location to host Dippy on his journey from 11 January until 21 March 2021.

We are looking for volunteers to help visitors learn more about Dippy through family activities, sharing stories about dinosaurs and the natural world, and helping visitors around the Cathedral.

Role	Visitor Experience Volunteers
Purpose of the role	The role will involve working with visitors to enhance their experience of the Dippy exhibition by providing a level of assistance and knowledge that exceeds customer expectations.
What you will be doing	Duties include: <ul style="list-style-type: none">● Providing a warm welcome to visitors and communicating waiting times to queues during busy periods● Answering questions from visitors and helping direct them around the site● Enhancing the visitor experience with your knowledge of the exhibition

	<ul style="list-style-type: none"> ● Engaging our visitors with the exhibition content by running daytime activities ● Helping ensure the safety of visitors and exhibits, including such Covid-19 regulations as then in force ● Assisting with the running of public and corporate evening events ● Helping with event ticketing and answering phone enquiries
<p>Skills, experience and qualities needed</p>	<ul style="list-style-type: none"> ● Approachable, friendly with good communication skills ● Able to work independently at times but be a good team player ● Honest, reliable and committed, with a can-do attitude ● Enjoy helping others to learn and explore ● Good customer service skills ● Ability to follow guidelines and instructions ● Flexible approach ● Interest in or willing to learn about dinosaurs/natural science
<p>Hours and Commitment</p>	<p>11 January - 21 March 2021</p> <p>Minimum commitment; 10 shifts over Dippy's stay.</p> <p>Monday – Friday: Morning shift = 9.45am – 1.00pm Afternoon shift = 12.45pm – 4.00pm Friday Evening = 6.45pm - 9.00pm</p> <p>Saturdays: Morning shift = 8.45am – 12.00pm Afternoon shift (1) = 11.45am – 3.00pm Afternoon shift (2) = 2.45pm – 5.30pm</p> <p>You will be available to indicate the days and shifts you are available. There will also be some evening events and assistance with these will be much appreciated if you are able to offer this.</p>

Support offered	<p>Induction to include safeguarding, health and safety, GDPR and other training needs where necessary</p> <p>Support from Dippy Duty Managers</p>
Benefit to the volunteer	<p>The opportunity to:</p> <ul style="list-style-type: none"> ● gain valuable experience of running events ● work as part of a national project ● gain new skills and experiences and/or develop existing skills ● make a difference to people's experience of visiting Dippy at Norwich Cathedral ● meet new colleagues ● gain qualifications if appropriate <p>You will receive a welcome pack, daily refreshments and behind the scene access.</p>
Other relevant information	<p>Volunteers will need to:</p> <ul style="list-style-type: none"> ● undertake an up to date DBS check ● provide details of two referee ● work within the Norwich Cathedral Volunteer guidelines and related organisational policies ● be responsible for the health, safety and welfare of self and other persons ● promote positive working relationships with all internal and external parties ● participate in any training initiatives in relation to the duties

To find out more about *Dippy on Tour, A Natural History Adventure* visit:

<https://www.nhm.ac.uk/take-part/dippy-on-tour.html>

Application Form

Thank you for your offer to help with Dippy on Tour at Norwich Cathedral, 11 January – 21 March 2021.

In order for us to process your application, please answer the following questions.

Which volunteer role are you applying for?

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Full Name: (incl. title)											
Address:											
Date of birth:											
Telephone no.: Mobile:											
Email:											
<p>Please provide contact details for two referees. Referees should be adults who have known you for over two years and are not members of your family. <i>Please give each referee a copy of the Volunteer Reference Form to complete. You will need to return these with your application.</i></p> <p>If you are already a Norwich Cathedral Volunteer references not required</p> <table><tr><td>1. Name:</td><td>2. Name:</td></tr><tr><td>Address:</td><td>Address:</td></tr><tr><td> </td><td> </td></tr><tr><td>Tel. no.:</td><td>Tel. no.:</td></tr><tr><td>Email:</td><td>Email:</td></tr></table>		1. Name:	2. Name:	Address:	Address:	 	 	Tel. no.:	Tel. no.:	Email:	Email:
1. Name:	2. Name:										
Address:	Address:										
Tel. no.:	Tel. no.:										
Email:	Email:										

Do you have any additional support needs, medical condition or other considerations we should be aware of when considering where may best suit you when working as a volunteer?

Please tell us where you heard about Dippy on Tour:

Please tell us why you are interested in volunteering for Dippy on Tour and how your skills match the role specifications:

Which training day can you attend?

Training is (am) 9.30am-1.00pm, (pm) 12.30pm-4.00pm or Saturday 11.00am-2.20pm at Norwich Cathedral. Please indicate all the dates you could attend, we will let you know on which day to attend.

Wednesday 21 st October am		Saturday 21 st November	
Saturday 31 st October		Tuesday 24 th November pm	
Friday 6 th November am		Saturday 28 th November	
Monday 9 th November pm		Monday 30 th November pm	
Tuesday 10 th November am		Wednesday 2 nd December pm	
Monday 16 th November pm		Monday 7 th December am	
		Wednesday 16 th December am	

Please indicate if you require car parking:

Under the Data Protection Act, information is obtained and held by Norwich Cathedral as part of the volunteer application process. It is regarded as strictly confidential and will be stored securely. I consent for this information to be stored within the organisation's manual and computerised filing systems.

Signed:

Date:

(can be electronically signed)

Reference Request Letter and Form

Please give two referees a copy of this letter and form to complete. You will need to return these with your application.

Dear Sir or Madam,

Re: Application to Volunteer at Dippy on Tour at Norwich Cathedral, 11 January – 21 March 2021

Thank you for agreeing to be a referee for this Dippy on Tour volunteer application.

I would be grateful if you could complete the attached reference form, appending any further comments you wish to add regarding the applicant's suitability for the volunteer post in question. We also ask you to comment on the applicant's suitability to be working with children, vulnerable adults or others at risk.

Your frank evaluation of their ability to undertake the volunteer role and their character and personality would be greatly appreciated.

Your comments will be treated in confidence, subject to the requirements of the Data Protection Act. Our understanding of the Act is that you, as the author of the reference, are not obliged to disclose its contents to the subject of the reference. As the recipient of the reference, the Cathedral would normally be expected to disclose its contents if requested to do so by the subject, although not necessarily the identity of the author.

Please indicate on your reference if you consider there to be a compelling reason why the contents of the reference should not be disclosed to the subject, and if you wish your identity, as the author of the reference, to be protected in the event of a request for disclosure.

Please note that we cannot progress this application without your reference. Please return it to either the applicant or our Dippy Recruitment Volunteer at your earliest convenience.

I look forward to hearing from you.

Yours sincerely

Canon Andrew Bryant
Canon for Mission and Pastoral Care

Volunteer Reference Form

Visitor Experience Volunteer

Applicant name _____

How long have you known the applicant, and in what capacity?

Please comment on the applicant's personal qualities (e.g. character, sense of responsibility, use of initiative, honesty).

Please comment on the applicant's skills and experience for this volunteer role, including aptitude for training.

Please comment on the applicant's ability to approach all people equally and fairly without prejudice or discrimination.

Are you aware of any aspects of the applicant's conduct, work or character which might detract from the required volunteer performance?

Are you aware of any evidence or concern that the applicant would not be suitable to work with

children and or vulnerable adults or those experiencing, or at risk of abuse or neglect?

Evaluation of the applicant's character and personality, and any other relevant information:

Name _____

Relationship to applicant _____

Signed _____ Date _____

Please tick if you wish either of these statements to apply:

- I do not wish the reference to be disclosed without my permission
- I do not wish my identity as author to be disclosed