



Exeter  
Cathedral

Volunteers

BE PART OF OUR STORY

# Steward Volunteer *Application pack*





**Volunteer Role:**

Steward Volunteer

**Department:**

Visitors

**Supervision:**

Visitors Department

**Time Commitment:**

One 3 hour shift per week or fortnight

**Location:**

Exeter Cathedral



## Purpose of the role

To welcome all visitors to the Cathedral ensuring they have a positive experience.

## Volunteer Profile

- Enthusiastic about the Cathedral, its purpose and its history.
- Excellent communication and customer service skills.
- A positive, friendly, helpful attitude.
- Able to operate as part of a team and to take instruction.



- To support visitors, enabling them to enjoy their visit.
- Able to use initiative and judgement.
- It is helpful, but not essential, to be able to speak another language.
- British Sign Language Trained (desired but not essential).

## Duties

- To engage with prospective visitors and group
- To welcome visitors, handing out information, hosting the steward desk and answering visitor enquiries.
- To familiarise oneself with the wealth of information stored at the Stewards desk.
- To contact the Visitors office for advice/ information when required.
- To explain to visitors the workings of the Cathedral and its layout, the role of donations/charging and to highlight any specific events taking place on the day.
- To liaise with other key volunteers and staff in helping with the operations and care of the Cathedral, including staff on the entrance desk, the Virgers and the Duty Chaplains.
- To respond flexibly to the various events which take place in the Cathedral, and to the varying needs of our visitors.
- In case of difficulty to seek support from the team leader, or to inform the Visitors office, particularly if a dispute or inappropriate behaviour should occur by a visitor, or any form of danger to individuals or to the building becomes apparent. Stewards should not enter into arguments with







visitors and should refer matters to the Visitor Office.

- To effectively use the communication radio, enabling contact with Visitors Services, the Shop and Virgers and others.
- To be aware of security risks at all times, including unattended items and the safety of your own possessions.

## Expectations

- Volunteers are representatives of the Cathedral and should at all times treat other volunteers, staff and visitors with respect and consideration. Volunteers should expect the same treatment in return.
- To dress and conduct themselves appropriately for the environment in which they are assisting.
- Volunteers are expected to notify their Manager if they are unable to attend for their volunteering session.
- Respect and maintain confidentiality.
- To be familiar with the Cathedral Health and Safety Policy, Fire Procedures, other emergency procedures and the Safeguarding Policy.



## Training

All volunteers must undergo

- Safeguarding Training - Basic Awareness
- A higher level maybe required depending on the role

Induction training which will include

- Health & Safety
- Fire
- Security
- First Aid (role dependant)

## Safeguarding

The Cathedral is committed to safeguarding children, young people and vulnerable adults.

### **Safeguarding responsibilities:**

- Implement safe and healthy working practices
- Risk assess all activities
- Listen to other workers and volunteers
- Protect yourself
- Tell the Cathedral Safeguarding Officer or Clergy of any safeguarding concerns, however minor.
- Attend any Safeguarding training at the appropriate level for your role.

Please Do	Please Do Not
<p>Report all concerns about safety or well-being of an individual to the</p> <ul style="list-style-type: none"> <li>• Your team leader</li> <li>• The Cathedral Safeguarding Lead</li> <li>• The Police (where there is an immediate risk of harm to a person)</li> <li>• Keep a written record of all incidents or disclosure (signed and dated)</li> </ul>	<ul style="list-style-type: none"> <li>• Offer confidentiality when you have a duty to report all concerns for safety</li> <li>• Investigate disclosure; simply get clarification of detailed and report the information shared</li> </ul>

## Benefits

- Active participation in the life of the Cathedral
- Excellent training, including access to experts and specialists
- Meeting and sharing knowledge with visitors from across the world
- Skills and CV development
- Access to 2 of the 10 free tickets allocated to Volunteers per Cathedral organised event on a first come first serve basis
- 10% discount in the Cathedral Shop, Café and Ten Fifty.
- A complimentary drink in the Café during each volunteering session.





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## How to apply

Please complete the application form, available on our website at:

<https://www.exeter-cathedral.org.uk/support-us/volunteer-with-us/>

For an informal conversation about this role please email:

[volunteers@exeter-cathedral.org.uk](mailto:volunteers@exeter-cathedral.org.uk)

Applications can be sent by email or post to:

Catherine Escott, Chief Operating Officer, 1 The Cloisters, Exeter, EX1 1HS

Email: [volunteers@exeter-cathedral.org.uk](mailto:volunteers@exeter-cathedral.org.uk)

Thank you for your interest in this role.

We look forward to hearing from you!