



Education Volunteer

SUPERVISION: Education Officer

TIME COMMITMENT: 3 hours per week/ fortnight, all by agreement with Education Officer.

PURPOSE OF THE ROLE:

Education Guides are here to provide a friendly welcome and to introduce the Cathedral surroundings to visiting school, colleges, groups etc. They will navigate a group around the cathedral going into agreed areas of interest, being mindful of other timetabled activities. Guides will be briefed on what the visiting group is expecting; in way of content, from the booked tour or activity and will endeavour to engage and enthuse the group. Teaching staff will always accompany all groups, and it is expected that the teacher / adult chaperone will also manage a certain expected degree of suitable behaviour from the group during the tour time and during their Cathedral visit in general. Guides can prompt teachers / accompanying adults to remind the group of expected behaviours if necessary.

Education volunteers will do their best to answer any directed questions appropriately and with knowledge of the Cathedral that they have learned. Education volunteers will help to ensure that all visitors that they encounter, keeping Diversity, Equality and Inclusion at the forefront of our ethos. In co-operation with the Cathedral Safeguarding Representative and the Dean & Chapter, all volunteers should have an awareness of safeguarding in the Cathedral and its buildings and education guides will be DBS checked before being allocated any visiting groups of children.

VOLUNTEER PROFILE:

Education Volunteers will need to have an interest in imparting information to groups of children in a thought-provoking and engaging manner. It helps if you have an interest in history, art or the Cathedral itself. Experience of the teaching profession is an advantage, but not essential.

As already mentioned, you will need to have a DBS check for the safety of the children and yourself. A general knowledge of the Cathedral will need to be learnt including aspects of the tours offered, so that the most relevant information can be imparted to the touring group. All groups are different and require flexibility in your approach. Updating your knowledge is an ongoing obligation, but this should not be a tireless task. Having worked with children in some formal setting is a benefit but is not essential. You will need to have an insight into the idea that children are only able to retain so much information during the time of the tour and thus keeping the tour or activity lively and motivating is a must. This role can be extremely rewarding once you have found your feet and feel that you are in control of your tour! We often try to cater to the differing curriculum needs of the visiting group, which means a little extra research or using other skills that we may possess. Most guides like to have this challenge, and the groups are very appreciative after the event.

DUTIES:

- To take booked educational or family groups on a guided tour around the Cathedral. This could also include groups of teachers or consultants etc.



- There are various tours on the themes of art, history, RE as well as a general tour. Accompanied by the visiting school staff, you will be responsible for the children in your care during their tour time around the Cathedral. You may be required to meet and greet schools when the Education Manager is not available and bring them back to a designated ending place.
- You will need a general knowledge of the Cathedral history. Information on all the tours will be provided for you with opportunities for updating and knowledge sharing.
- Be timely, arrive at least 15 mins before the time of the tour. Schools are often untimely.
- You may be required to meet and collect the group from their allocated lunch space.
- If you wish to use props/costumes, check that they are where you want them to be ready for your tour.
- Be patient and understanding with an air of authority children need to know that you are in charge and that we have an expected level of behaviour.
- Make sure you know what time the group are expected to finish touring and where they need to be at the end of the tour.
- You will be asked many searching questions by inquisitive children you are not expected to know everything!
- Report back any matters good or bad, to the Education Manager. Feedback is always good to have.

EXPECTATIONS:

- Volunteers at the Cathedral are expected to be in sympathy with the aims and purpose of the Anglican Church.
- 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.
- Volunteers are expected to dress and conduct themselves appropriately for the environment in which they are assisting.
- Your ID badge must always be visible.
- Volunteers should be familiar with the Cathedral Health and Safety Policy and the Safeguarding Guidelines.
- Volunteers are expected to notify their manager if they are unable to attend for their volunteering session.
- We expect you to have fun and get volunteer satisfaction for the great job you will do!

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
- 1st Aid (role dependant)

We will provide you with a Volunteer Handbook to help guide you through your volunteering. You will also be asked to sign a Volunteer Contract as part of the joining process.

**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.

DO	DON'T
Report all concerns about safety or well-being of an individual to the:- • The Cathedral Safeguarding Officer • The Diocesan Safeguarding Team • The Police (where there is an immediate risk of harm to a person) • Carry out a personal risk assessment for lone working if appropriate • Keep a written record of all incidents or disclosure (signed and dated)	• Offer confidentiality when you have a duty to report all concerns for safety • Investigate disclosure; simply get clarification of detailed and report the information shared

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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