



## **ROLE: Events VOLUNTEER**

**SUPERVISION:** Events Manager or Event Leader.

**TIME COMMITMENT:** Varies dependant on the event, approximately 3 – 4 hours.

### **PURPOSE OF THE ROLE:**

Events Volunteers are there to ensure that clients have a safe and pleasant experience when attending an event at the Cathedral.

### **VOLUNTEER PROFILE:**

- Enthusiastic about the Cathedral
- Excellent communication and customer service skills.
- A positive, friendly, helpful attitude.
- Willing to undertake training
- Able to operate as part of a team and to take instruction.
- Able to use initiative and judgement.

### **DUTIES**

- To assist with the setting up of events.
- To undertake allocated tasks, including: welcoming guests, scanning or checking tickets, selling tickets, showing guests to their seats, setting up and selling refreshments, clearing up after the event, acting as fire marshal.
- To liaise with other key volunteers and staff in helping with the management of the event.
- To respond flexibly to the various events
- In case of difficulty to seek support from the Events Manager or Event Leader, 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. Event Volunteers should not enter into arguments and should refer matters to the Events Manager or Event Leader.
- To be aware of security risks at all times, including unattended items and the safety of your own possessions.

### **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.
- 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.



## 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
- 1<sup>st</sup> 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                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Report all concerns about safety or well-being of an individual to the:-</p> <ul style="list-style-type: none"><li>• The Cathedral Safeguarding Officer</li><li>• The Diocesan Safeguarding Team</li><li>• The Police (where there is an immediate risk of harm to a person)</li><li>• Carry out a personal risk assessment for lone working if appropriate</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.

*Reviewed 2026*