



## Roof Backstop VOLUNTEER

**SUPERVISION:** Visitors' Office

**TIME COMMITMENT:** On a rota

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

Backstops are essential to the roof tour operation. Their role is to ensure that all tours are carried out safely and that visitors stay on the designated route and are not left behind. The Cathedral offers a large number of public roof tours as well as accepting private booking requests from a wide variety of different interest groups.

### **VOLUNTEER PROFILE:**

- Strong communication and customer service skills.
- Ability to react quickly to different situations.
- A positive, friendly, helpful attitude.
- Willing to undertake training.
- Able to use initiative and judgement.
- Ability to speak another language (desirable but not essential).
- British Sign Language trained (desirable but not essential).
- Volunteer backstops are expected to have a good head for heights as well as reasonable fitness and stamina. If you suffer from a heart condition, breathing difficulties, a fear of confined spaces or darkness, we do not recommend that you pursue this role.

### **DUTIES:**

- To attend tours as agreed in advance. In the event of illness or unforeseen absence etc., it is essential to notify the Visitors' Office as quickly as possible.
- To ensure that all visitors keep up with the guide – the backstop must always be either the last person or the first person in the line i.e. sandwiching the visitors with the guide.
- To report to the Entry Desk at least 15 minutes before the scheduled tour time.
- To comply with all aspects of Health and Safety, following the rules and procedures laid down in the various pieces of documentation.
- To adapt to changing situations and circumstances when they arise.
- To provide tours flexibly according to the various events which take place in the Cathedral, and the varying needs of our visitors.
- To respect hourly prayers and honour requested periods of silence, and to encourage visitors to do likewise.
- In case of difficulty to seek support from a duty virger or the Visitors' Office, particularly if a dispute, inappropriate behaviour or any form of danger to individuals or to the building becomes apparent. Backstops should not enter into arguments with visitors and should refer matters to the Head of Visitor Services.



## **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.

*All Guides who undertake specific educational tours for children under 18 years old and vulnerable adults will be required to undergo a DBS check.*

## **TRAINING:**

### **Initial**

All new backstops are required to attend two days of training. This includes health and safety, fire safety, suspicious items and a one-day first aid course.

### **Ongoing**

Roof backstops are required to attend two half-day training sessions each year. The content includes:

- Health and Safety
- Fire Safety
- Suspicious Items

This is a compulsory part of the role.

As part of their on-going training and development, backstops are required to attend volunteer meetings. These are a forum for volunteers to raise any issues or concerns. They usually take place three times a year.

Volunteers are encouraged to attend all three but are required to attend a minimum of two per year. If they have any additional concerns throughout the rest of the year, they should contact the Volunteers Coordinator.

All roof guides and backstops require First aid training. This should be renewed every three years.

## **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.

| <b>DO</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>DON'T</b>                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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*