



## Roof Guide VOLUNTEER

**SUPERVISION:** Visitors' Office

**TIME COMMITMENT:** On a rota

### PURPOSE OF THE ROLE:

Roof Guides are a key point of contact for many Cathedral visitors who wish to learn more about the history and architecture of the building. They deliver organised, time specific tours of the roof space to a wide variety of individuals. They share their passion for, and knowledge of the Cathedral, whilst effectively engaging each group, providing an entertaining, warm, informative and pleasant experience for visitors. As part of the role you will also be required to provide a backstop position for your fellow guides.

In a normal year, 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:

- Enthusiastic about the Cathedral, its purpose and its history.
- Experience in a forward facing role.
- Excellent communication and customer service skills, including the ability to speak clearly with an engaging manner to a wide variety of individuals.
- 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 roof guides 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 and training.
- 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 the Visitors' Office, particularly if a dispute, inappropriate behaviour or any form of danger to individuals or to the building becomes apparent. Guides should not enter into arguments with visitors and should refer matters to Services.

### **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:**

#### Initial

All new roof guides are required to attend an intensive training course prior to starting their new role. Spread over four days it includes an in-depth study of the history of the roof, its architecture and development, health and safety, fire safety and suspicious items. A one day first-aid training course will also take place on a date to be determined. At the end of the training new guides are required to sit a written and practical exam. For full details on the full training itinerary, please contact the Visitor's Office.

#### Ongoing

Roof guides need 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.

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

All volunteers must undergo

- Safeguarding Training – Basic Awareness

*A higher level maybe required depending on the role*

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 2025*