



Sidesman VOLUNTEER

SUPERVISION: Canon Precentor and Head Sidesman

TIME COMMITMENT: To be available for duties at Services on a rota basis.

PURPOSE OF THE ROLE:

Sidesmen are the first point of welcome for people attending the Cathedral for daily, Sunday and Special Services. They should be honest and of personal integrity, with the ability to work alongside others under general supervision within a given framework. Duties will be carried out on a rota basis which covers the majority of Services which take place within the Cathedral.

VOLUNTEER PROFILE:

- Prepared to work under the direction of the Head Sidesman
- Good communication and welcoming skills.
- Be prepared to assist with seating, marshalling and as part of a team.
- Be familiar with current Evacuation and Fire Drill procedures.
- Appointment as a Sidesman will include a period of training before membership is confirmed.
- The member of Chapter currently responsible for overall policy of the Sidesmen is the Canon Precentor.

DUTIES

- To attend Services in the Cathedral as agreed in advance with the Head Sidesman and to notify him/her in advance if unable to attend.
- To undertake allocated tasks, including: welcoming visitors, handing out information and service sheets and answering visitor enquiries.
- To contact the Head Sidesman or Floor Managers 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 Floor Managers 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 Head Sidesman or Floor Managers particularly if a dispute or inappropriate behaviour should occur by a visitor or member of the congregation, or any form of danger to individuals or to the building becomes apparent. Sidesmen should not enter into arguments with visitors and should refer matters to the Head of Visitor Services.
- To be aware of security risks at all times, including unattended items and the safety of your own possessions.

EXPECTATIONS:

- An understanding of and empathy with the operations of a working Cathedral
- To be representatives of the Cathedral and 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 and to wear Cathedral identification whilst on duty.
- Respect and maintain confidentiality.
- To be familiar with the Safeguarding and Cathedral Health & Safety Policies, Fire Procedures and other emergency procedures. Before their shift, Volunteers must make sure they are aware of the location of the First Aid box, the Defibrillator (if available) and the Fire Extinguishers.

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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