



Steward VOLUNTEER

SUPERVISION: Visitors Department

TIME COMMITMENT: 2-3 hours per week/ fortnight, by negotiation.

PURPOSE OF THE ROLE:

- To welcome all visitors to the Cathedral ensuring they have a positive experience.

VOLUNTEER PROFILE:

- Enthusiastic about the Cathedral, its purpose and its history.
- Excellent communication and customer service skills.
- A positive, friendly, helpful attitude.
- Able to operate as part of a team and to take instruction.
- To support visitors, enabling them to enjoy their visit.
- Able to use initiative and judgement.
- It is helpful, but not essential, to be able to speak another language.
- British Sign Language Trained (desired but not essential).

DUTIES:

- To engage with prospective visitors and group
- To welcome visitors, handing out information, hosting the steward desk and answering visitor enquiries.
- To familiarise oneself with the wealth of information stored at the Stewards desk.
- To contact the Visitors office 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 Virgers 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 team leader, or to inform the Visitors office, 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. Stewards should not enter into arguments with visitors and should refer matters to the Visitor Office.
- To effectively use the communication radio, enabling contact with Visitors Services, the Shop and Virgers and others.
- To be aware of security risks at all times, including unattended items and the safety of your own possessions.



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:

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)	• 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

• Carry out a personal risk assessment for lone working if appropriate • Keep a written record of all incidents or disclosure (signed and dated)	
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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