



ROLE PROFILE

Volunteer Event Host

Welcome from the Dean

Thank you for your interest in volunteering at Canterbury Cathedral.

It is an exciting time to join our Cathedral community. We recently became a formally registered charity with the Charity Commission; our new Strategic Plan to see the Cathedral's mission and ministry expand and develop over the next ten years has just launched; and we work with a new understanding of human connectedness and the need for kindness and care, particularly in the face of climate emergency and social and political instability.

We want Canterbury Cathedral to be a fully inclusive, accessible and safe place for all; offering a warm hospitality to everyone we encounter. We are committed to respectful pastoral ministry to all, and to the robust safeguarding and protection of children, young people, and vulnerable adults. Safeguarding is a core priority, and something that all of us are responsible for.

Today, our Cathedral community is drawn from local people and Christians from across the Diocese of Canterbury and the worldwide Anglican Communion, from visitors and tourists, from refugees and those cut off from society through exclusion, as well as thousands who join us online for worship. Here we are drawn together in faith and wonder. Like medieval pilgrims to Canterbury, we find the Cathedral to be a place of miracle and transformation where we encounter the presence of Jesus Christ.

It is a truly special opportunity and a rare privilege to be a part of our Cathedral community; sharing its history with others, supporting our ministry, and contributing to the ongoing story of this place. We hope that, like us, you will be inspired by both the heritage and the extraordinarily rich contemporary life of this place and will want to fully participate.



A handwritten signature in black ink, reading 'David Monteith'. The signature is fluid and cursive, with a long horizontal line extending from the bottom of the 't'.

*The Very Reverend Dr David Monteith,
Dean of Canterbury*



Our Story

Founded by St Augustine in 597 AD, Canterbury Cathedral is a unique place of worship, a major pilgrimage destination, a masterpiece of art and architecture, and one of the UK's most-visited historic sites. Often referred to as 'England in stone', the Cathedral has been at the centre of momentous events and upheavals. It is the Mother Church of the worldwide Anglican Communion, seat of the Archbishop of Canterbury, UNESCO World Heritage Site, and resting place of royalty and saints.

Our vision is to welcome everyone, to inspire and support them on their journey of faith, and to create a Cathedral community that is a sanctuary for all. Faithful to Christ the Good Shepherd, we aspire to embody the following behaviours in our community culture: Compassion, Collaboration, Commitment and Curiosity.

If you would like to be part of our community and volunteer with us, please consider the volunteering role below.

Volunteer Role: Volunteer Event Host

Role Description

As a Volunteer Event Host, you will have the exciting opportunity to gain experience and make a meaningful impact, whilst supporting the various commercial events held across the year at Canterbury Cathedral.

Primary responsibilities include providing general support for events; this will include welcoming attendees, managing ticket entries, providing necessary information, and directing people to the respective areas. Additionally, the role involves supporting with the set up of event spaces, management of queueing systems, and assisting with event de-rig and cleanup. With the correct training, you may also be required to ensure compliance with Health and Safety Regulations.

Essential skills for this role include a confident and mature personality, flexibility, reliability, and a friendly manner. The role requires excellent collaboration skills, understanding of the Cathedral's vision and mission, and willingness to develop expertise, whilst supporting others.

Canterbury Cathedral is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

All our post holders and volunteers are expected to share this commitment.



Key Responsibilities

This role will involve:

- Supporting on all commercial activity and craft-based events.
- Providing a warm welcome to all event attendees, and ensuring a first-class experience.
- Supporting the smooth operation of a new wave of exciting commercial events at Canterbury Cathedral, with a focus on optimising visitor experience.
- Being responsible for the management of queuing systems, ensuring compliance with Health and Safety to prevent overcrowding, and ensuring a smooth experience for all.
- Managing ticket entry, providing event attendees with necessary information regarding the event schedule, and directing them to the respective area/s.
- Being prepared to answer any queries from attendees regarding the event and facilities.
- Supporting with the set up of event spaces before an event, and assisting in the de-rig and cleanup after the event finishes.
- Supporting the management of emergencies and unforeseen circumstances.
- Being part of a diverse team.
- Adhering to the Cathedral Behaviour Framework and Code of Conduct.
- Supporting creating a diverse and inclusive Cathedral, where everyone is welcome.
- Supporting and embodying the mission and values of the Cathedral.
- Complying with the Church of England Safeguarding, Health and Safety, Action Counters Terrorism (ACT), Fire Safety, and GDPR policies.
- Attending training sessions and briefings when required.

Skills

If you have the following skills, then this role is for you.

- A confident and mature personality, friendly manner, positive attitude, and customer-focused approach.
- Able to follow instructions.
- Able to demonstrate commitment to providing a high level of customer service.
- A good eye for detail.
- Flexible, reliable, and willing to work late evenings/weekends/bank holidays, if required.
- Excellent collaboration skills.
- Commitment to developing expertise while supporting others, and pioneering with the courage to try new things.
- Enjoy interacting with people.
- Able to stay calm in challenging situations.
- Have a desire to support the vision and mission of the Cathedral.

Training and Support

The Cathedral will provide:

- Full training for the role; incl. GDPR, Health and Safety, fire evacuation, and Safeguarding.
- Regular contact with your volunteer manager.
- A welcome pack; incl. the Cathedral's Strategic Plan, Volunteer Handbook, and other information.
- A safe environment to volunteer in.

Volunteer Benefits

- Making an important contribution to the Cathedral; the Mother Church of the worldwide Anglican Communion, seat of the Archbishop of Canterbury, and part of a UNESCO World Heritage Site.
- The opportunity to develop new and existing skills and gain experience volunteering.
- A chance to meet new people and share your passion and skills with staff and other volunteers.
- The satisfaction of knowing you are making an important contribution to the work of the Cathedral and supporting the Cathedral's strategy and mission.
- An employment reference.
- 20% discount in the Cathedral Shop, and 10% discount in the Cathedral Lodge Hotel.
- All volunteers can enjoy free Cathedral entry for themselves and immediate family (this applies to sightseeing entry only, and does not include ticketed/paid events).

Dress Code *(Please refer to your Volunteer Manager for further guidance)*

Due to the variety of events you may be involved in, dress code will vary, ranging from comfortable smart/casual clothing, to some requiring smart formal dress.

Volunteer Event Hosts should arrive for the event well-presented and dressed appropriately. Guidance of appropriate attire will be communicated to you in advance of the event.

All volunteers are required to wear/carry their Cathedral photo ID badge when on duty.

TERMS AND CONDITIONS

Time Commitment / Duration

Shifts are scheduled based on the Cathedral's event calendar, so the frequency can vary, and may include evenings, weekends and bank holidays. Each shift typically lasts 3+ hours.

Volunteers will be contacted about shift opportunities.

Training

Training needs are assessed continuously and appropriate on the job training is provided. Please note that some training may take place at a different time than normal volunteering hours. You are required to attend any training sessions that are provided.

Travel Expenses

We are grateful to volunteers for giving their time. We will cover travel expenses, subject to Cathedral terms and conditions. Please ask your Volunteer Manager for more information.

There is parking available on site, but there are no guaranteed spaces.

Equality Statement

The Chapter of Canterbury recognises that discrimination and victimisation is unacceptable.

It is the aim of the organisation is to ensure that no volunteer applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

Personal Data

Personal information is collected and processed for management and administrative use only and will be held in accordance with relevant data protection legislation (including GDPR and the Data Protection Act 2018) and the Cathedral's Data Protection Policy. Our Privacy Notice can be found on the Cathedral website (www.canterbury-cathedral.org/privacy-policy).

This volunteering description is provided to assist the post holder to know their principal duties. It may be amended from time to time by, or on behalf of, the Head of the Department.

Your acceptance of these terms and conditions gives your consent for your data to be processed.

If you have any queries about how we use your personal information, or wish to make a complaint, please contact the Data Protection Office (dpo@canterbury-cathedral.org).

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If you have any questions, please speak with your Volunteer Manager.