# Volunteer Role Profile: Steward

## Our Story

**Founded by St Augustine in 597AD, 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 Sheperd, 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.

## Volunteering role: Steward

## Role Description

**If you are interested in this role, you will need to attend Cathedral services on a regular basis.**

The Steward team welcome the Congregation to services and ensure the smooth running of around 500 Cathedral services/events across the year.

You will be asked to steward at least two of any of the regular services monthly (Saturday 17:30, Sunday 11:00 and 17:30 and weekdays 17:30) as well as offer to steward on special services throughout the year.

For members of the congregation to recognise our Stewards, you are expected to wear the following. A dark blue/grey/black suit of matching material along with a smart shirt with tie/top and black sensible shoe (the Cathedral is uneven, so flat shoes are suggested) If the weather is cold, those near an open door are free to wear a smart black coat or can borrow one of the black steward team cloaks.

## Key Responsibilities

This role will involve:

- Being a part of a diverse team.
- Follow the provided notes for each service.
- Help with setting up before a service.
- Greeting the congregation at the entrance and handing out orders of service.
- Adhering to the Cathedral Behaviour Framework and Code of Conduct.
- Answering any questions from the congregation and visitors.
- Seating the congregation and support latecomers in finding a seat.
- Support in creating a diverse and inclusive Cathedral where everyone is welcome.
- Support and embody the mission and values of the Cathedral.
- Arrive at least 45 minutes before the service starts to help with setting up/attend a briefing.
- Carry out the Offertory Collection when required.
- Support the departure of the congregation and tidying after services.
- Guiding the congregation when they receive communion.
- Follow the dress code.
- Attend training sessions.
- Complying with Church of England Safeguarding and GDPR policies.

## Skills

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

- Able to follow instructions.
- Attend regular services at Canterbury Cathedral.
- Enjoy interaction with people.
- Have a desire to support the mission of the Cathedral.
- Can stay calm in challenging situations.

## Training and Support

The Cathedral will provide:

- Full training for the role
- GDPR training.
- Safeguarding training.
- Regular contact with your volunteer manager.
- A welcome pack that will include our strategy, volunteer handbook and other information.
- A safe environment to volunteer in.
- Health and safety training.

## Benefits of Volunteering

- Making an important contribution to the Cathedral; 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.
- A 20% discount in the Cathedral shop and 10% discount at the Cathedral Lodge Café.

## Dress Code

For members of the congregation to recognise our Stewards, you are expected to wear the following. A dark blue/grey/black suit of matching material along with a smart shirt with tie/top and black sensible shoe (the Cathedral is uneven, so flat shoes are suggested)

If the weather is cold, those near an open door are free to wear a smart black coat or can borrow one of the black steward team cloaks.

On special occasions, stewards may be expected to wear a white shirt/top under their suit.

## TERMS AND CONDITIONS

### Time Commitment / Duration

You will be required to be on duty for at least two services a month, one of which should be Evensong. You will also be required to support special services for example, Easter and Christmas services, ordinations, funerals etc.

### 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.

### 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: dataprotection@canterbury-cathedral.org

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