



ROLE PROFILE

Volunteer Server

Canterbury Cathedral

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 name.

*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 Server

Role Description

The Servers' Company of St Andrew are a diverse team of volunteers who assist with the worship of the Cathedral by supporting the Clergy during weekend services and on special days that fall during the week.

Duties include carrying the cross and candles at the head of the procession and assisting during the offertory at the Eucharist. You may be required to support as a chalice administrator at the 8 o'clock Eucharist on a Sunday and at the 5.30pm Eucharist on Principal Feast Days. Please note, a DBS check will be required if you are invited to join the team who supervise Servers under the age of eighteen.

Please note: Applicants must be aged 18 or above to apply directly.

Those under 18 are welcome to apply, but will need an appropriate adult to email volunteers@canterbury-cathedral.org to make initial contact.

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:

- Being a part of a diverse team.
- Carrying the cross or the candle at the head of service processions and undertaking the Thurifer role as required.
- Assisting with the chalice at Eucharists on Sundays and Feast Days (this may include Easter Sunday and Christmas Day).
- Adhering to the Cathedral Behaviour Framework and Code of Conduct.
- Supporting the creation of a diverse and inclusive Cathedral where everyone is welcome.
- Supporting the liturgy of the Cathedral in any other way that is compatible with the Servers' role.
- Supporting and embodying the mission and values of the Cathedral.
- Attending 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.
- Able to be part of a team.
- Good timekeeping and a strong commitment to honouring volunteer time slots.
- Enjoy interacting 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.
- Regular updates on forthcoming activities of The Servers' Company of St Andrews and the wider Cathedral community.
- 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.

Volunteer Benefits

- 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.
- Making an important contribution to the Cathedral, which is the Mother Church of the Anglican Communion.
- Share with visitors the faith and mission of the Cathedral.
- 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 % in the Cathedral Lodge Hotel Café.
- 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)*

Servers' should wear smart attire and black sensible shoes (many areas of the Cathedral are uneven, so flat shoes are recommended). Vestments will be provided.

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

TERMS AND CONDITIONS

Time Commitment / Duration

This is an ongoing volunteer position and will be based on a rota system. You will liaise with the Rota Secretary who will ask for your availability. You will be expected to serve at least twice a month, but we understand that some people may have less time and can accommodate this.

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.