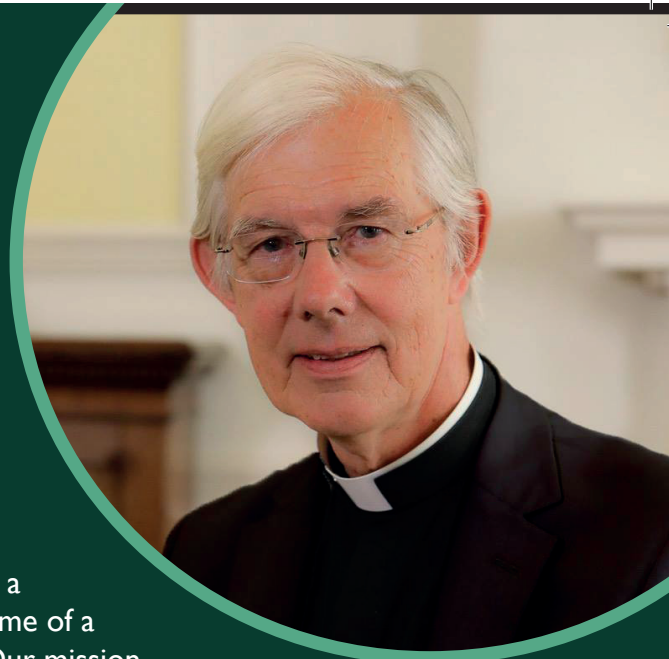


Contents

<u>Welcome to Canterbury Cathedral</u>	<u>5</u>
<u>The home of the Anglican Church</u>	<u>6</u>
<u>Life at Canterbury - a Cathedral Community</u>	<u>9</u>
<u>Volunteering at the Cathedral</u>	<u>10</u>
<u>What we look for in a Volunteer</u>	<u>13</u>
<u>What you can expect from us</u>	<u>17</u>
<u>How we will support you</u>	<u>18</u>
<u>The things you need to know</u>	<u>21</u>
<u>Cathedral Map</u>	<u>25</u>
<u>Notes</u>	<u>26</u>



Welcome to Canterbury Cathedral



Canterbury Cathedral is the Mother Church of the Anglican Communion and seat of the Archbishop of Canterbury. It is both a holy place and part of a World Heritage Site, and it is also the home of a community of people who seek to make it a place of welcome. Our mission statement is to show people Jesus through the splendour of the building as well as the beauty of the worship.

The Cathedral is well known all over the world and we receive more than one million visitors and worshippers every year. More than just a beautiful old building, it is a working, living church which maintains a tradition of welcome and worship that has been practised here for over 1,400 years. We employ more than 300 staff who are supported by more than 600 dedicated volunteers.

The Church has always relied heavily on volunteers; without volunteers most churches and cathedrals would not be able to function. Volunteering provides a wonderful opportunity to involve people who wish to be part of the Cathedral and wider community.

Volunteers contribute to every aspect of Cathedral life, from worship to visitor welcome, collections care, bell ringing and 'holy' dusting. We are committed to actively supporting and promoting volunteering and developing volunteering opportunities for people from all sections of the community.

I welcome you to Canterbury Cathedral and am grateful for the time and talents you give to us.

A handwritten signature in cursive script that reads "Robert Willis".

The Very Reverend Dr. Robert Willis, Dean of Canterbury

The home of The Anglican Church

Canterbury Cathedral is a church of local, national and global significance and has been the seat of the Archbishop since AD 597. Its mission is to show people Jesus through daily worship, and to safeguard this monumental building, its environs, historic collection and heritage for generations to come.

The Cathedral is part of the UNESCO Canterbury World Heritage Site, shared with St Martin's Church and St Augustine's Abbey. It remains one of the most visited places in the country, welcoming all in the ancient tradition of Benedictine hospitality.



From its monastic foundation, the Cathedral has been a centre of learning since the Middle Ages, and it continues to be a centre of excellence for learning and education from academic research to informal learning, training, apprenticeships and volunteering. Today, the Cathedral stands as a place where prayer to God has been offered daily for over 1,400 years; nearly 2,000 services are held each year, as well as countless private prayers.

As a volunteer you will be growing your knowledge of this magnificent building and inspiring others to engage with this holy place and all that it has to offer.





Life at Canterbury

a Cathedral Community

The Chapter of Canterbury is responsible for the governance and day to day running of the Cathedral. The Chapter is advised by the Cathedral Council and the College of Canons.

The Cathedral employs around 300 people working in a variety of roles across a range of teams and departments. These include:

- Administration
- Archives and Library
- Canterbury Cathedral Trust
- Cathedral Enterprises Ltd
- Conservation and Collections
- Estates
- Events
- Finance
- Friends of Canterbury Cathedral
- Human Resources
- Information Technology
- Learning, Participation and Schools
- Marketing and Communications
- Music and Liturgy
- Security, Health and Safety
- Stained Glass Studio
- Vestury
- Visits
- Works

The Cathedral is also supported by consultants including the Surveyor to the Fabric, Cathedral Archaeologist, Canterbury Archaeological Trust, and advisory bodies including the Fabric Advisory Committee and the Cathedrals Fabric Commission for England.



Volunteering at the Cathedral

The Cathedral's volunteer programme engages around 600 people. Our volunteers are attached to a wide range of activities from conservation and collections care to flower arranging and bell ringing. They are all valued members of the Cathedral community and are an integral part of worshipping and non-worshipping life at the Cathedral.

Volunteer roles are varied and often require specific skills or training to enable people to carry out their activities. Many volunteers are long-term serving with extensive knowledge and expertise, whilst others are engaged on short to mid-term projects. Roles and activities include:

- Assistants
- Bell Ringers
- Chaplains
- Children's Sunday Club
- Choir
- Collections Care
- Community Engagement Ambassadors
- Event Marshals
- Flower Arrangers
- Friends' Desk
- Fundraising Assistants
- Guides
- Holy Dusters
- Holy Stitchers
- Laundry
- Learning Assistants
- Researchers
- Service Servers
- Service Stewards
- Tutor Guides
- Visitor Welcomers







What we look for in a Volunteer

Whether you are a member of a front-of-house team or involved behind the scenes, you will be an important representative of Canterbury Cathedral.

As a centre of excellence for learning and education, the Cathedral aims to support increased knowledge, professional development and new skills through volunteering. We welcome people from differing abilities, backgrounds, cultures, faiths and no faith and in turn we look for volunteers who are:

- Friendly, approachable and respectful at all times
- Positive ambassadors for the Cathedral, its mission and heritage
- Punctual and reliable
- Supportive of the Cathedral's policies and procedures
- Sympathetic to the Cathedral's primary function
- Active team members
- Committed to developing their knowledge and who have an interest in their role









What you can expect from us

The Cathedral adopts best practice for volunteering based on the latest national and international research and standards. The benefits of volunteering are well documented and range from social inclusion to professional development. Some of the benefits of volunteering at the Cathedral include:

- Opportunities for personal growth and development
- Learning new skills
- Increased knowledge
- Being part of the Cathedral community
- Improving your confidence
- Building your CV
- Making new friends
- Improved employability
- A chance to meet new people
- Increased sense of purpose and wellbeing



How we will support you

It is our aim to make your time with us both enjoyable and beneficial. While you volunteer with us, we will support you by providing:

- Information about the work of the Cathedral
- Any training or mentoring you may need to support your role
- Opportunities for you to discuss issues and achievements
- Any relevant resources to develop your volunteering role with us
 - An environment which is free from unfair treatment
 - Detail on the standards we expect from you, and our support to enable you to achieve and maintain these
 - Adequate insurance cover
 - Health and safety information
 - Safe working conditions
 - Equal opportunities
 - Fair resolutions to any problems or difficulties you may have relating to your volunteer role







The things you need to know

Code of Conduct

All our volunteers are required to co-operate with the Cathedral's policies and initiatives. Volunteers are expected to act with integrity whilst being mindful of the reputation of the Cathedral in all communications and online, with visitors, worshippers or colleagues. If you are approached by the media for comment or information, this must be directed to the Cathedral's Communications team. If expectations are not met or there is contravention of our code of conduct, we reserve the right to terminate a work arrangement without notice.

Computer use

The Cathedral's IT equipment is used only under the terms for which it is licensed. It is vital that unauthorised use, or the use of imported and insecure programmes, do not compromise the network. Guidelines and rules will be made available to you if your role requires use of the computer network.

Dealing with difficulties

Any issues, concerns, problems or complaints regarding any aspect of your role should be referred to your supervisor in the first instance. If unresolved you should make direct contact with the senior

member of staff for your Department. Visitor complaints should not be dealt with directly by you. If you receive a complaint this must be passed onto your supervisor immediately.

Dress Code

It is expected that volunteers wear suitable clothing for the role that they undertake. Protective clothing will be provided if your role requires that you wear these for health and safety reasons. Security passes will be provided and must be worn at all times.



Safeguarding

Chapter fully endorses the safeguarding policies of the Church of England regarding children and vulnerable adults. Our policies emphasise that we are committed to:

- The care, nurture of, and respectful pastoral ministry with, all children and all adults
- The safeguarding and protection of all children, young people and adults when they are vulnerable
- The establishing of safe, caring communities which provide a loving environment where there is a culture of 'informed vigilance' as to the dangers of abuse.

The person with operational responsibility for safeguarding children and vulnerable adults within the Cathedral is the Head of Human Resources, tel. 01227-865285.

The Cathedral's Independent Safeguarding Adviser is Elaine Rose, tel. 07831 860218, e-mail: elaine.rose@canterbury-cathedral.org

If you have any concerns about a child or a vulnerable adult please raise this immediately with the above or a supervisor. If you deem the issue urgent, then the Cathedral Constables must be alerted.

Volunteer roles requiring contact with young persons or vulnerable adults will be asked to complete a declaration form and undergo a Disclosure and Barring Service check. The key contact details you need are printed on the reverse of your security card.

All our volunteers are required to undertake Safeguarding training. Your supervisor will tell you more about this.

Equality

Everyone should be treated equally and with dignity and respect at work. Bullying and harassment of any kind will not be tolerated. It is important this is mentioned to your supervisor or another suitable senior member of staff if you have any concerns.

Health and Safety

We are committed to looking after the health, safety and well-being of all our staff, volunteers and visitors. All volunteers must follow health and safety guidance given by staff in order to maintain a safe environment for all.

Parking

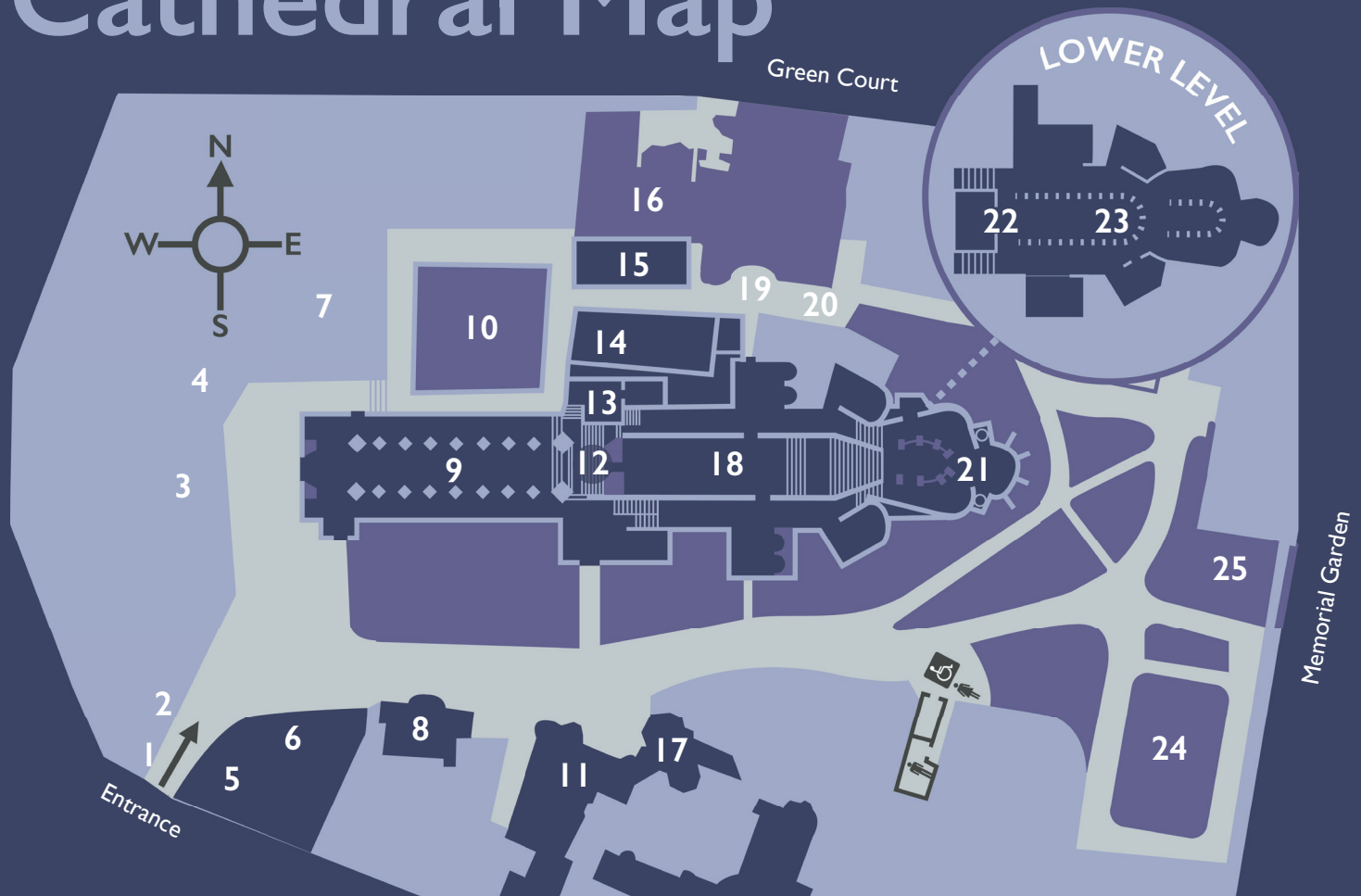
Parking is very limited in The Precincts. We regret that we are not able to guarantee parking to our volunteers and in line with our environmental policy we recommend the use of public transport whenever possible.

Full details of the relevant policies can be obtained from your manager or the HR team. These will be discussed with you at your induction.





Cathedral Map



1. Christ Church Gate
2. Cathedral Constables
3. Human Resources
4. Works Department
5. Visitor Centre, Shop and Gallery
6. Community Studio
7. The Archbishop's Palace
8. Cathedral House
9. The Nave

10. The Cloister
11. International Study Centre, Lodge and Auditorium
12. The Crossing
13. The Martyrdom
14. Chapter House
15. Archives and Library
16. Herb Garden
17. Learning, Participation, Schools

18. The Quire
19. Water Tower and Exhibition space
20. Undercroft Exhibition space
21. Trinity Chapel
22. The Crypt Exhibition space
23. The Crypt
24. The Oaks
25. The Friends' Garden

Notes

a space for you to make notes or jottings...