**Sample Coffee on Sunday Volunteer – Role Description**

**SUPERVISION:**

**TIME COMMITMENT:** According to each event on an agreed rota basis.*.*

**PURPOSE OF THE ROLE:**

The role includes all aspects of making and serving hot and cold refreshments.

**VOLUNTEER PROFILE:**

* Enthusiastic about the Cathedral
* Excellent communication and customer service skills.
* A positive, friendly, helpful attitude.
* Willing to undertake training
* Able to operate as part of a team and to take instruction.
* Able to use initiative and judgement.
* To support the phased re-opening of the Cathedral after the Covid-19 pandemic lockdown.

**DUTIES**

* To help in all aspects of providing hot and cold refreshments in the Cathedral.
* To undertake allocated tasks
* To liaise with other key volunteers and staff in helping with the management of the event.
* 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 supervisor and/or Floor Supervisors, 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. Volunteers should not enter into arguments with visitors and should refer matters to the supervisor.
* To be aware of security risks at all times, including unattended items and the safety of your own possessions.

**EXPECTATIONS:**

* An understanding of and empathy with the operations of a working Cathedral as we emerge from lockdown.
* To adhere to all government and on site social distancing guidelines.
* Volunteers at the Cathedral are expected to be in sympathy with the aims and purpose of the Anglican Church.
* 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.
* Volunteers are expected to dress and conduct themselves appropriately for the environment in which they are assisting.
* Volunteers should be familiar with the Cathedral Health and Safety Policy and the Safeguarding Guidelines.
* Volunteers are expected to notify their Manager if they are unable to attend for their volunteering session.
* Volunteers must make sure they are aware of the location of the First Aid box.

**TRAINING**

All volunteers must undergo

* Safeguarding Training – Level C0

*A higher level maybe required depending on the role*

Induction training which will include

* Health & Safety
* Fire
* Security
* 1st Aid (role dependant)

**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 Rep or Clergy of any safeguarding concerns, however minor.
* Attend any Safeguarding training at the appropriate level for your role
* Induct and train others where this is possible.

|  |  |
| --- | --- |
| **Do** | **Don’t** |
| * Report all concerns about safety or well-being of an individual to the The Cathedral Safeguarding Rep, The Diocesan Safeguarding Team or to the Police (where there is an immediate risk of harm to a person) * Carry out a personal risk assessment for lone working if appropriate * Keep a written record of all incidents or disclosure (signed and dated) | * 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 |

**BENEFITS**:

* Active participation in the life of the Cathedral
* Excellent training, including occasional access to experts and specialists
* Meeting and sharing knowledge with visitors from across the world
* Skills and CV development
* A digital parking permit on the Cathedral’s ANPR system for use when on duty on a first come, first served basis
* Refreshments available (see bullet point 6 of additional information).
* 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 and Café

**SPECIFIC BENEFITS:**

* You play an important role in helping facilitate the Cathedral’s emergence from lockdown.
* You become part of a passionate and dedicated team.
* You play your part in a historic moment in the life of the Cathedral.

**SPECIFIC TRAINING:**

* Attend a bespoke training/induction session prior to starting your first shift.
* Depending on additional advice received from the UK government or Church of England, you may be required to attend additional sessions.

**ADDITIONAL COVID-19 INFORMATION:**

Every member of staff and volunteer must also take responsibility for their own personal safety and that of others:

1. If you are advised to shield by the government we do not recommend that you volunteer.
2. Volunteers must not have shown any symptoms at least 14 days in advance of attending.
3. If you have any symptoms including a dry, persistent cough, high temperature or loss of smell and taste you must not attend and should seek medical advice and inform the Cathedral immediately.
4. Volunteers will be asked to adhere to guidelines and protocols around personal hygiene and social distancing.
5. Volunteers may be required to wear PPE.
6. Refreshments are not able to be provided. Volunteers will need to bring their own to avoid cross contamination.
7. Dress code is smart casual and your ID badge must be visible at all times. You are recommended to wash and change your clothes each day.

*Reviewed December 2020*