# Sample Education Guide Volunteer – Role Description

# ROLE: Education Guide Volunteer

**SUPERVISION:** Education Manager

**TIME COMMITMENT**: 3 hours per week/ fortnight, by negotiation.

**PURPOSE OF THE ROLE**:

Education Guides are here to provide a friendly welcome and to introduce the Cathedral surroundings to visiting school, colleges, groups etc. They will navigate a group around the cathedral going into agreed areas of interest, being mindful of other timbale activities. Guides will be briefed on what the visiting group is expecting; in way of content, from the booked tour or activity and will endeavour to engage and enthuse the group. Teaching staff will accompany all groups at all times and it is expected that the teacher / adult chaperone will also manage a certain expected degree of suitable behaviour from the group during the tour time and during their Cathedral visit in general. Guides can prompt teachers / accompanying adults to remind the group of expected behaviours if necessary.

Education volunteers will do their best to answer any directed questions appropriately and with knowledge of the Cathedral that they have learned. Education volunteers will help to ensure that all visitors that they encounter, whatever their age, background, specific needs or language have a rewarding and enjoyable visit whether they are visiting for collective or individual worship, education or as tourists. In co-operation with the Cathedral Safeguarding Representative and the Dean & Chapter, all volunteers should have an awareness of safeguarding in the Cathedral and its buildings and education guides will be DBS checked before being allocated any visiting groups of children.

**VOLUNTEER Profile:**

**Education** Volunteers will need to have an interest in imparting information to groups of children in a thought-provoking and engaging manner. It helps if you have an interest in history, art or the Cathedral itself. Experience of the teaching profession is an advantage.

As already mentioned, you will need to have a DBS check for the safety of the children. A general knowledge of the Cathedral will need to be learnt including aspects of the tours offered, so that the most relevant information can be imparted to the touring group. All groups are different and require flexibility in your approach. Updating you knowledge is an ongoing obligation, but this should not be a tireless task. Having worked with children in some formal setting is a benefit, but is not essential. You will need to have an insight into the idea that children are only able to retain so much information during the time of the tour and thus keeping the tour or activity lively and motivating is a must. This role can be very rewarding once you have found your feet and feel that you are in control of your tour! We often try to cater to the differing curriculum needs of the visiting group, which means a little extra research or using other skills that we may possess. Most guides like to have this challenge and the groups are very appreciative after the event.

**DUTIES**

* To support the phased re-opening of the Cathedral after the Covid-19 pandemic lockdown.
* To take booked educational or family groups on a guided tour around the Cathedral. This could also include groups of teachers or consultants etc.

There are various tours on the themes of art, history, RE as well as a general tour. Accompanied by the school teacher / Teaching Assistant / chaperoning adult, you will be responsible for the children in your care during their tour time around the Cathedral. You may be required to meet and greet schools when the Education Manger is not available and bring them back to a designated ending place.

* You will need a general knowledge of the Cathedral history. Information on all the tours will be provided for you with opportunities for updating and knowledge sharing.
* Be timely, arrive at least 15 mins before the time of the tour. Schools are often untimely.
* You may be required to meet and collect the group form the Pearson Education Building.
* If you wish to use props/costumes, check that they are where you want them to be ready for your tour.
* Be patient and understanding with an air of authority – children need to know that you are in charge and that we have an expected level of behaviour.
* Make sure you know what time the group are expected to finish touring and where they need to be at the end of the tour.
* You will be asked many searching questions by inquisitive children – you are not expected to know everything!
* Report back any matters good or bad, to the Education Manager. Feedback is always good to have.

**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.

**TRAINING**

All volunteers must undergo

* Safeguarding Training – Level C0

Education Guides also require

* Enhanced DBS check

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.

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| **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
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**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 (subject to them re-opening).

**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 /*