



# WINCHESTER CATHEDRAL

## VOLUNTEERS

### Welcoming Steward

Our Welcoming Stewards, wearing a red gown, and name badge, are often the first person the visitor meets on entry to the Cathedral. Greeting visitors with a Benedictine welcome is very important and requires sensitivity and sometimes firmness.

DBS Level Required: None

Safeguarding Training Minimum Requirement: Basic (C0), Foundation (C1)

**Activities you will be involved in will include:**

- Making every visitor feel valued and welcome by greeting them in a pleasant Benedictine manner
- Treating each visitor as an individual with particular needs and interests
- Providing visitors with accurate information on daily activities
- Providing leaflets in the appropriate language for visitors
- Recognising when a visitor may be in distress and requires pastoral assistance or wishes just to come in and pray or light a candle.

The support and time you give to the Cathedral and its visitors is really important and will set the tone for how they experience the Cathedral. We want everyone, including you as a volunteer, to have a worthwhile and rewarding experience.

**What we can offer you:**

- Training and support to carry out your volunteer role confidently and competently, which reflects how the Cathedral values you and your commitment
- A friendly team led by a Section Head and supported by the Volunteer Coordinator
- The chance to meet new people and belong to a caring community
- The opportunity to develop new skills and knowledge and contribute to the life of the Cathedral.

**We are looking for people who are:**

- Friendly and approachable, who enjoy engaging with others and working as part of a team
- Positive, enthusiastic and confident

- Open-minded, with the ability to welcome everyone to the Cathedral
- Punctual and reliable
- Committed to ensuring the Cathedral's policies and procedures are understood and applied consistently
- Actively supportive of the Cathedral's commitment to safeguarding and willing to undergo the necessary checks and training
- Willing in approach and flexible in outlook.

**Important information about volunteering at Winchester Cathedral:**

To ensure that we can provide the best experience to both visitors and volunteers we ask that all volunteers:

- Attend induction training, additional training and development opportunities, as deemed necessary to effectively fulfil the Welcoming Steward role
- Complete Basic (C0) and Foundation (C1) Safeguarding training before commencing in role
- Meet mutually agreed time commitments, giving reasonable notice of absence to the Section Leader so that alternative arrangements can be made
- Dress appropriately for their role.

Volunteer Co-ordinator: Sarah Williams

Section Leader: Ken Staunton

Key internal contacts: Entrance Desk, Virgers, Guides

Commitment: Rota basis, 1 hour weekly