**Volunteer Role Description**

**ROLE TITLE:** Volunteer Co-ordinator

**SUPERVISION**: HR and Safeguarding Officer

**TIME COMMITMENT**: 10 hours per week (days flexible)

**PURPOSE OF THE ROLE**:

You will be responsible for the administration of volunteer recruitment, induction, training and on-going support.

**VOLUNTEER PROFILE**:

* Pleasant, helpful and professional with a good phone manner and customer service skills
* Understanding of volunteering
* Able to perform a range of administrative tasks
* Ability to follow instructions
* Well organised
* Computer literate, including excel and spreadsheets
* Able to use initiative
* Willing to learn and develop new skills

**DUTIES**

Working with Departmental Managers to ensure records of all volunteers are maintained centrally. Preparing volunteer role descriptions in conjunction with other staff. Assisting with volunteer recruitment including setting up interviews, taking up references, recording volunteer information on spreadsheets or IT systems, progressing DBS checks where relevant. Responding to volunteer enquiries. Liaising with volunteers over induction training eg safeguarding online training and recording completion information.

**EXPECTATIONS**:

* An understanding of and empathy with the operations of a working Cathedral
* Administrative volunteers are expected to become part of a friendly team, to have a ‘can-do’ attitude
* Administration volunteers may be party to confidential information and must not disclose such information to anyone who is not authorised
* 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/C1

Induction training which will include

* Health & Safety
* Fire
* Security

**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 Cathedral Safeguarding Lead, 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
* Refreshments available
* 20% 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**:

* If you are advised to shield by the government we do not recommend that you volunteer.
* Volunteers must not have shown any symptoms at least 14 days in advance of attending.
* 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.
* Volunteers will be asked to adhere to guidelines and protocols around personal hygiene and social distancing.
* Volunteers may be required to wear PPE.
* Refreshments are not able to be provided. Volunteers will need to bring their own to avoid cross contamination.

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 July 2021*