

St Edmundsbury Cathedral



Volunteer Policy

1. Volunteer Role Descriptions

A brief role description is kept with the PR, Visits and Volunteer Manager in the Cathedral Office.

2. Recruitment

All prospective volunteers will be required to complete an application form and one reference will be sought. An informal meeting will be held with the line manager / representative.

3. Induction and Training

This will be organised by the line manager / volunteer representative and is dependent upon the role.

4. Safeguarding

The Cathedral recognises that the welfare of children and vulnerable adults is paramount and that we have a duty of care. We will do everything we can to provide a safe and caring environment. All volunteers will need to complete C0 training and depending on your volunteer role you may be asked to complete additional training or be DBS checked.

All volunteers must minimise any risk and report concerns immediately to:

Safeguarding Officer:

Sarah Jane Allison: Administrator—People & Policies

hr@stedscathedral.org

01284 748720

Priest with pastoral charge:

Canon Matthew Vernon: Sub-Dean and Canon Pastor

canon.pastor@stedscathedral.org

01284 748720

5. Benefits and Expenses

Every volunteer is entitled to a free cup of filter coffee/tea when on duty on presentation of their Guild members' Discount Card at Pilgrims' Kitchen.

All volunteers will receive a 10% discount in the Cathedral Shop on presentation of the members' Discount Card.

Please note that we are unable to offer spaces in the Cathedral Car Park for volunteers.

Volunteers are able to claim £1 per duty up to 3 hours, and £1.50 over 3 hours. This is to contribute to the cost of parking or other transport. Please see the Expenses sheet for further information.

6. Supervision and Support

Each volunteer is appointed a line manager / representative. Regular meetings will be held to ensure that volunteers are able to carry out their duties satisfactorily without risks to their health, safety and welfare. There will be an Annual General meeting for all volunteers in the Guild of St Edmund.

When things go wrong: Volunteers with suggestions, concerns or complaints about their volunteering should discuss these with their line manager / volunteer representative. Any unresolved issue may be referred to the PR, Visits and Volunteer Manager or the Administrator.

Volunteers are an important and valued part of St Edmundsbury Cathedral. The line manager / representative can invite a volunteer to a meeting to discuss their role if there are concerns about a volunteer's behaviour or where the volunteer is not abiding by the expectations set out in the Volunteer Agreement. Should the situation not improve after a reasonable amount of time, a second meeting may be called and, if the situation cannot be rectified, it may be appropriate for the volunteer to step down from their duties.

7. Insurance

The Cathedral is covered by Public Liability Insurance without age restriction. We are covered for Personal Accident for volunteers up to the age of 80 (this does not mean that you must stop volunteering at this age—but please see section 12 below).

8. Health and Safety

The Cathedral has a responsibility for ensuring the safety of all its staff, volunteers and visitors. You should ensure that no action you take endangers yourself or others. Regular updates and reminders (either through training sessions or through written instruction) will be given to ensure the welfare of everyone at the Cathedral.

9. Data Protection

The Cathedral is required to tell you about the personal data that we collect about you and what we do with that information, including how we use, store, transfer and secure your personal data. You confirm that you shall at all times comply with all relevant data protection legislation and all obligations imposed on you under the Cathedral Information Systems Security Policy, Data Protection Policy and Privacy Information Notice from time to time in force.

10. Confidentiality

Volunteers may be party to confidential information whilst volunteering. This information must remain confidential and must not be divulged to a third party. Volunteers should not speak to the media, nor use social media concerning the Cathedral's operations or policy without consent of Chapter.

11. Policies

All volunteers should be familiar and comply with the Cathedral's Policies where applicable. All policies can be found in Cathedral Reception, in the Vestry, in the Shop and in Pilgrims' Kitchen. Copies can also be found on the Intranet.

12. Stepping down as a Volunteer

If a volunteer wishes to stop volunteering, they should give reasonable notice to their line manager/volunteer representative.

We do not have an upper age limit for volunteers. However, we do request that volunteers are mindful of their ability to carry out the particular volunteering role, with regard to their own safety and well-being as well as that of the visitors they serve. If concerns are raised about a volunteer's ability to carry out their role, the PR, Visits and Volunteer Manager will request a meeting with the volunteer to discuss the way forward.

On retirement from the Guild, there will be the opportunity to reflect on the volunteer experience and options will be given to keep in touch with the Cathedral.

January 2020