



# Volunteering Opportunities

## at St Edmundsbury Cathedral



**Contact :**  
[volunteering@stedscathedral.org](mailto:volunteering@stedscathedral.org)

**St Edmundsbury Cathedral**  
Angel Hill, Bury St Edmunds  
01284 748720

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# Thank you for your interest in becoming a volunteer

Around 80,000 visitors come to the Cathedral each year. People visit for many different reasons. For some it is a place of pilgrimage and prayer, somewhere to be inspired and renewed. For others it is purely to enjoy the beauty and peace of this historic building. For others it may be to join in with an event we are holding.

Whatever their reasons for visiting, we offer all a warm and unconditional welcome.

A vital part of that welcome are the many volunteers who carry out a variety of roles as part of our Visitor Ministry. Over 300 people volunteer here - important ambassadors, bringing a myriad of skills and expertise to their roles.

All volunteers are automatically members of the Guild of St Edmund. The Guild oversees all volunteer matters, including recruitment, safeguarding, health and safety and volunteer wellbeing. Each volunteering group has a representative on the Guild of St Edmund Committee, which is chaired by a volunteer, who is elected for a period of six years by the Guild at its Annual Meeting.

Training will be offered alongside existing volunteers for all roles. In addition all volunteers are required to undertake basic Safeguarding training.

We hope that you will be inspired by the role outlines in this booklet and will be in touch to find out more.

# Applying to be a Volunteer

Contact Sarah Friswell on [volunteering@stedscathedral.org](mailto:volunteering@stedscathedral.org)

As a first step, you will receive an application form then we'll invite you for an informal chat about the right volunteering opportunity for you.

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St Edmundsbury  
Cathedral



# Visitors, Pilgrims and Tourists

## Welcome Stewards

Be the 'face' of the Cathedral, offering a warm welcome to visitors on a daily basis. Key tasks include welcoming, directing, providing information about events and services. 2 hour shifts.

## Tour Guides

With detailed knowledge of the Cathedral, to lead hour-long tours for groups and individuals. An eight-week training course and exam take place as and when required. There is an ongoing monthly training programme.

## Tower Tour Guides

With detailed knowledge of the Millennium Project, to lead tours. Good physical health. Mostly at weekends. A training course and exam take place when required.

## LEGO builders

Encouraging visitors to donate to this major fundraising project. An interest in/knowledge of building LEGO is essential. In this role you are also key to welcoming visitors. 2 hour shifts.

## Tourist Information Point

Provide information for visitors to Bury St Edmunds. Role includes the ability to use till for sales of tour tickets and souvenirs. Excellent customer services skills essential. 3 hour shifts.

## Shop Volunteer

Assist customers with sales and ensure stock is maintained and well presented. 3 1/2 hour shifts.

## Chaplains

Be a 'listening ear' for visitors. To lead short prayers at 12 noon. Rota shifts of 3 hours from May to September.

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# Children & Young People

## Learning Hub Guides

Lead tours and activities for school and children's groups. Advanced Safeguarding training required, plus training course and exam.

## Young Families

Host parents/guardians with babies and toddlers at the weekly gathering. Fridays 10 am to 11.30 am.



# Worship and Liturgy

## **Wardens and Deputy Wardens**

Ensure the smooth running of all services.

## **Server**

Assist with the liturgy. Various ceremonial roles including carrying the cross or acolytes. Mostly Sundays.

## **Bellringer**

Ring the bells for services and special events. Practice night: Tuesdays. Beginners welcome. Full training given.

## **Sunday Morning Coffee**

Prepare and serve drinks after the 10 am Eucharist. Sundays only

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# Events

## **Concert Stewards**

Assist concert goers with finding their seats. To sell programmes and tidy up after the performance. Occasional.

## **Events Stewards**

Assist with organisation of events, ensuring smooth operations and safety of visitors.

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# Creative

## **Gardener**

Maintain the gardens - weeding, planting, pruning. Physical work. Tuesday mornings, 3-4 hours.

## **Flower Arranger**

Provide floral arrangements in the Cathedral.

## **Woodworker**

Assist with occasional projects which require woodworking skills.

## **Sewing and Needlework**

Assist with occasional projects, including mending vestments and making resources for children's work.

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# Volunteer Agreement

## As a volunteer at the Cathedral we expect you to

- Support and assist St Edmundsbury Cathedral in the fulfilment of its mission.
- Be inclusive and offer welcome to all at the Cathedral.
- Fulfil your role to the best of your ability, listen to feedback offered and participate in training offered.
- Be loyal to the institution and show fellow volunteers, clergy, staff and visitors respect and courtesy.
- Undertake volunteering at agreed times and on a punctual basis.
- Work reliably and to give as much warning as possible whenever you cannot work when expected.
- Be familiar and comply with St Edmundsbury Cathedral's Policies where applicable. Copies of all policies can be found in reception at the Cathedral office, in the Vestry, Shop and in Pilgrims' Kitchen. In addition copies can be found on the Intranet.
- Adhere to the volunteer policy found in the volunteer handbook.
- Provide suitable agreed referees who may be contacted.
- Agree to Basic Safeguarding training to be completed and where required higher levels of training to be completed along with criminal record checks via Enhanced Disclosure from the Disclosure Barring Service.

## As a volunteer with St Edmundsbury Cathedral you can expect to:

- Be involved with a Cathedral that is dedicated to the worship of God, to mission, and to serving the town and the Diocese of St Edmundsbury and Ipswich.
- Be introduced to how the organisation works and your role in it and the provision of any training you need. This will be organised by your manager/group representative.
- Respect your skills, dignity and individual wishes and to do our best to meet them. To consult with you and keep you informed of possible changes through the Guild of St Edmund and your Volunteer Representative.
- Work together with clergy and employed staff to achieve the Cathedral's objectives.
- Be treated fairly and with respect and courtesy.
- Be offered pastoral support if needed.
- Apply the complaints procedure if there is a problem.
- Be given recognition and thanks for all that you give.
- Be covered by the Cathedral's insurance in respect of your volunteering role.

**As a volunteer you are not an employee, although you are free to apply for employment vacancies should they arise and if they are of interest to you.**

# The Cathedral

The Cathedral is:

- A building which stands on ancient ground, yet many of whose stones are still new.
- A soaring space which can provide room for quiet and intimate reflection.
- A place of grand occasion, which still aspires to be a simple tent of meeting for any who come in search.
- A structured community which wants to make space to be truly inclusive. A place of establishment rooted in one of the most radical movements in history.
- A gathering of contemporary men, women and children whose lives are inspired by Jesus, who lived, died and rose again two thousand years ago, and still speaks to us today.
- A place of stability, always on the move.
- A place of simplicity, generous in hospitality.
- A place of tradition, experimental in intention.

**The Cathedral is open daily**  
**There is no charge for entry**  
**All are welcome**



# A Brief History of The Cathedral

1020	Foundation of the Benedictine Abbey
1065-97	Abbot Baldwin builds St Denys Church
1121-48	Abbot Anselm replaces St Denys with church dedicated to St James
1400s	New chancel built
1503-51	New Nave built, designed by John Wastell, Master Mason and resident of Bury St Edmunds
1711	Medieval chancel replaced
1860-70	New chancel built, work of Sir Gilbert Scott. Pitched roof added to Nave
1914	Creation of the Diocese of St Edmundsbury and Ipswich (previously West Suffolk was in Diocese of Ely and East Suffolk in Diocese of Norwich) St James Church becomes a Cathedral
1943	Stephen Dykes Bower appointed as Architect for the Cathedral
1959-61	West Porch and Cloisters added
1963-70	New Quire, Chapels and Crossing added
1988	Stephen Dykes Bower retires as Cathedral Architect
1988-90	Cathedral Centre including Song School built
1994	Stephen Dykes Bower dies and leaves £2 million to Trustees for the completion of the Cathedral
1997	Millennium Commission grants £5.15 million for the completion of the Cathedral to the design of Hugh Mathew
1997	Appeal launched to raise the remaining funds for the Project
1999	Work starts on the North Transept
2005	Millennium Tower completed
2008	Cloisters and Chapel of the Transfiguration opened
2009	Cathedral changes its dedication to become the Cathedral Church of St James and St Edmund
2010	Vaulted ceiling inside the Millennium Tower is completed
2010	New organ built by Harrison and Harrison of Co. Durham
2015	Refurbishment of the former Refectory, now Pilgrims' Kitchen
2015-16	Refurbishment and renaming of Pilgrims' Kitchen & Lecture Room