

Volunteer Handbook

Version 1



**BRISTOL
CATHEDRAL**



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Welcome from the Dean



Thank you so much being part of our team of Cathedral volunteers!

You are now one of over 200 dedicated volunteers who generously gift their time and skills to support the mission and ministry of Bristol Cathedral.

Whatever your role, whether a gardener or guide, a welcomer or involved in homeless outreach, you will find the same sense of community and dedication. Your support, together with your fellow volunteers helps us to keep our Cathedral not only open but welcoming to all. For that, I am immensely grateful.

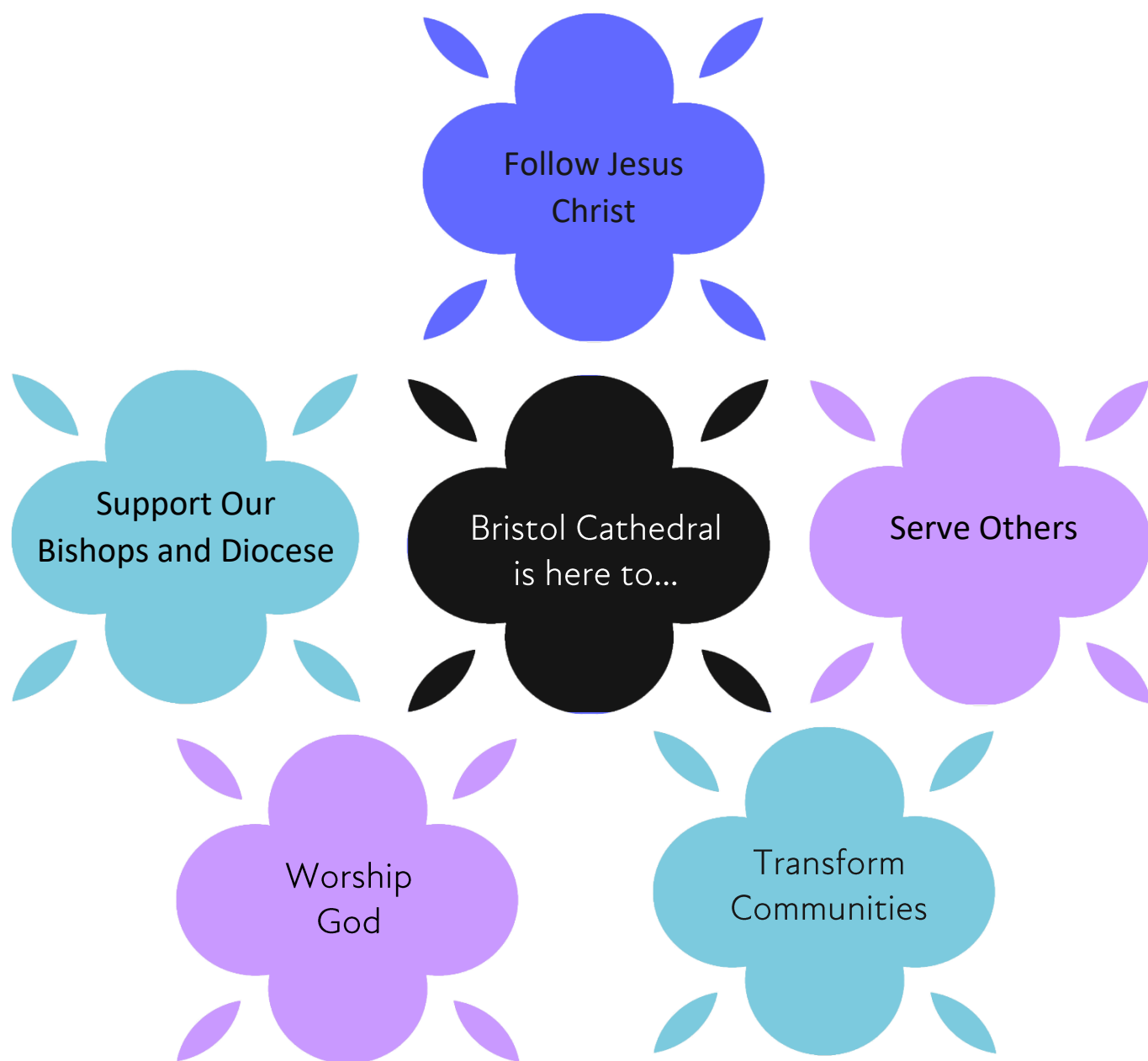
As we start to live out our new vision and values, we hope to expand the Cathedral's offer as a visitor attraction, a venue for music and the arts, and a gathering place for the community. Already, over 350,000 people annually come through the doors, to experience the beauty of our building, and attend concerts, exhibitions, quiet days, and study days, and much, much more.

Volunteers are vital to our growth, and as a volunteer you are one of the many 'faces' of the Cathedral. Your words and actions help shape our visitors' impressions and contribute to the open and welcoming culture we hope to extend to all. I thank you for willingly taking on this responsibility, and hope you find the experience of volunteering with us rewarding.

The Very Reverend Dr Mandy Ford
Dean of Bristol



Cathedral Values



Open – Generous – Creative – Brave

Bristol Cathedral has identified five key values which are rooted throughout our community, leadership, and decisions:



Bristol Cathedral follows Jesus Christ. We offer our time, gifts, and resources in sharing God's love. We respect and care for creation.



We endeavour to transform communities. We have begun the process of learning from our past and we seek to be good partners to others in transforming relationships and lives in our schools, city, diocese, and world.

Bristol Cathedral is the seat of the Bishop and the mother church of the diocese. We aim to share our life with our parishes by providing opportunities for teaching, celebration, and encounter.

Bristol Cathedral has been a place of worship for more than 900 years. We treasure our inheritance and seek to enhance and promote the use of our building, our musical tradition, and our liturgical riches.




Building from this foundation, we strive to serve others by being a safe, accessible, accepting, kind, and inclusive place for all.


Future Visions




Share our
resources more
widely



Reach out into
our city and
diocese



Increase our
sense of mutual
belonging



Increase our
impact in
effecting change



Grow,
and grow
younger



How the Cathedral Works

The Cathedral community is made up of a wide range of people and is organised through a range of formal and informal structures. This includes members of regular congregation who worship with us on a daily and weekly basis, our paid staff, our volunteers and the Diocese, our singers and musicians and external partners.

The national church sets out the formal mechanisms which are required for the management of the Cathedral. This is set out in the Care of Cathedral's Measure 1999. They include the following:

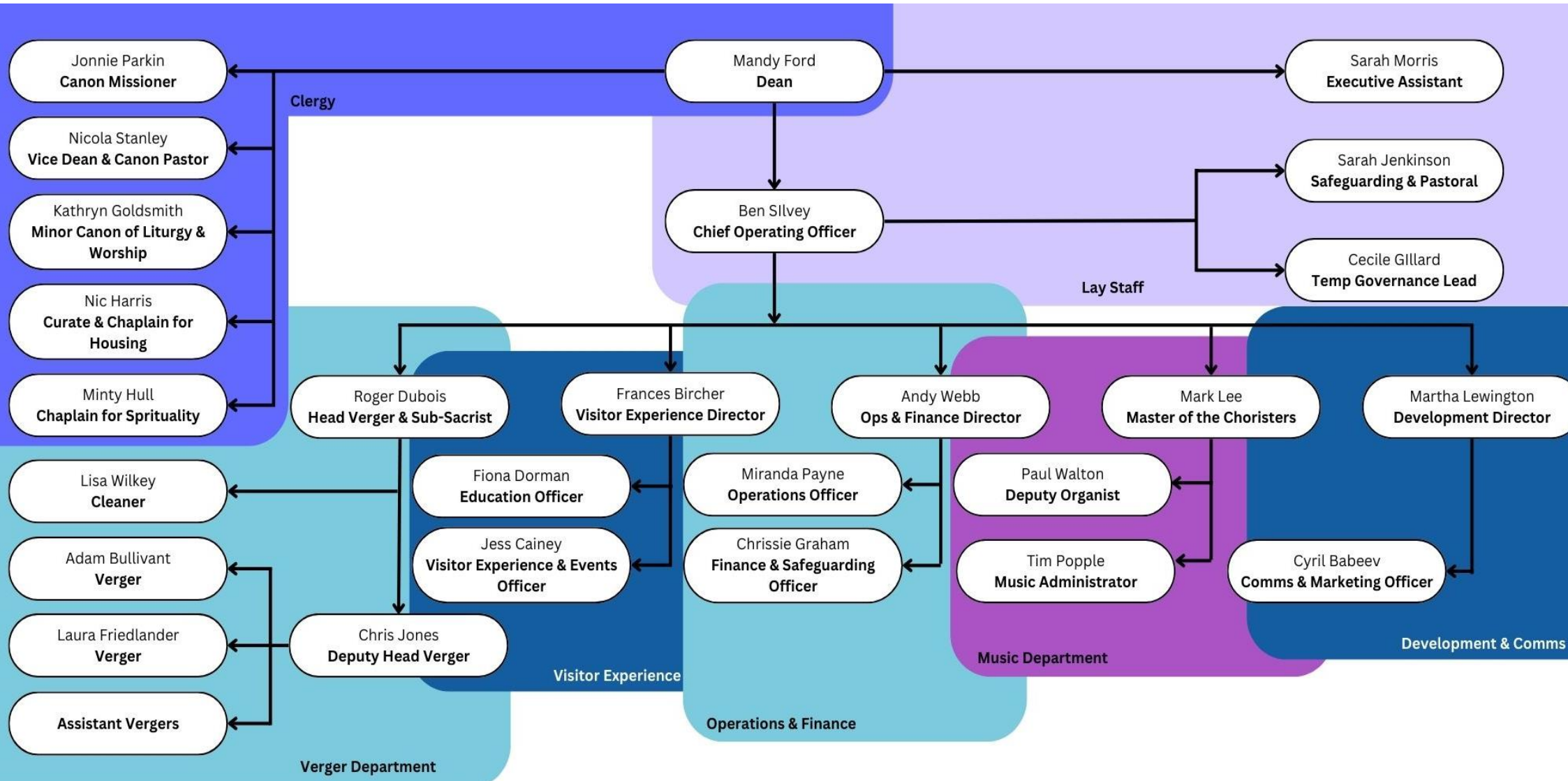
Cathedral Council - The Council is responsible for furthering and supporting the work of the Cathedral, “spiritual, pastoral, evangelistic, social and ecumenical, reviewing and advising upon the direction and oversight of that work by the Chapter” (Cathedral Statutes, 2001). The Council consists of up to twenty members, with a chairperson appointed by the Bishop. Members are drawn from the Cathedral congregation, the Chapter, the College of Canons, the Diocesan Synod, and the Diocese and wider community. They meet to discuss progress on key projects and receive the annual report and accounts each year.

College of Canons - The College is made up of 40 clerical and lay representatives from the Cathedral and the wider diocese. They meet to discuss progress on key projects and receive the annual report and accounts each year.

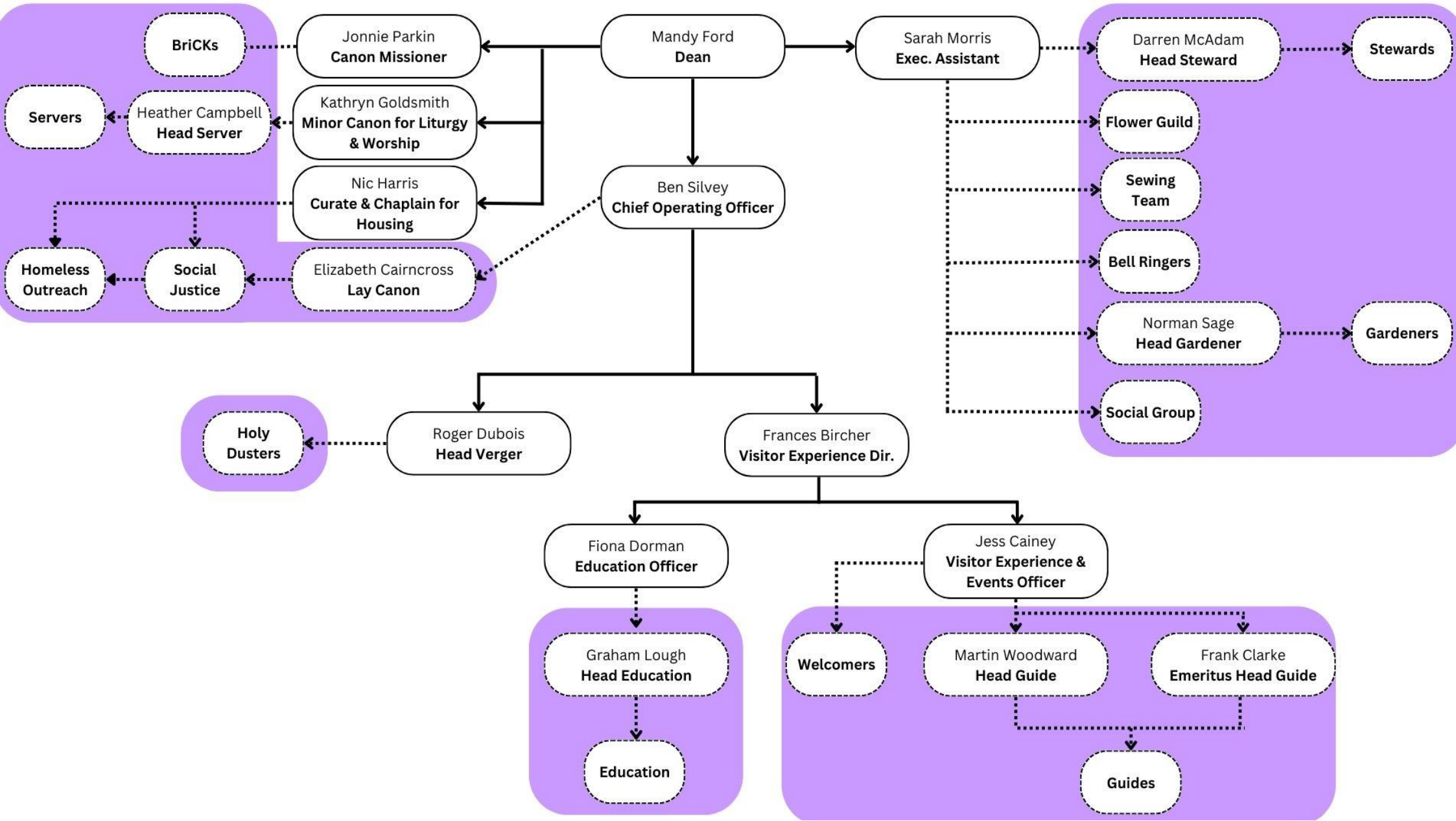
Chapter - The Chapter is the main body responsible for the direction and oversight of the Cathedral, and is made up of the Dean, the three residentiary Canons, and four lay non-residentiary members. The lay canons hold office for three-year terms, which are renewable. The Chapter is required to meet at least nine times a year, and its main role is to “order the worship and promote the mission of the Cathedral” (Cathedral Statutes, 2001)

The Cathedral also retains the service of a Cathedral Architect, Cathedral Assistant Archivist and Historian. Other lay staff include Visitor Experience, Operations, Vergers, Cleaning, Café, and Safeguarding and Pastoral. See our Organisational Chart to see how the teams work.





Cathedral Organisation Chart



Cathedral Volunteer Chart







Staff and Contact Information





| Clergy | | |
|---|--|------------------|
| Bristol Cathedral Clergy is the body of people ordained for religious duties. | | |
| The Very Revd Dr Mandy Ford - Dean of Bristol Cathedral | | Sun - Fri |
|  | Dean@Bristol-Cathedral.co.uk | The Gatehouse |
| As Dean of Bristol, Mandy is head of the Cathedral Foundation, chairs the Cathedral Chapter, and with the Chapter directs the mission and ministry of the Cathedral. She leads in the Cathedral's worship, preaching and prayer. She is the senior priest in the Diocese and shares in the Bishop's oversight of the Diocese. | | |
| The Revd Canon Nicola Stanley - Vice Dean and Canon Pastor | | Sun, Mon, Thurs |
|  | Nicola.Stanley@Bristol-Cathedral.co.uk | The Gatehouse |
| Nicola is Vice Dean and in that role shares in the leadership of the Cathedral as a member of Chapter. As Canon Pastor she is responsible for the care and nurture of the Cathedral community. | | |
| The Revd Canon Jonnie Parkin - Canon Missioner | | Fri - Wed |
|  | Jonnie.Parkin@Bristol-Cathedral.co.uk | The Gatehouse |
| In his role as Canon Missioner, Canon Jonnie is responsible for building up our relationships with children and young people, evangelistic outreach, and deepening the discipleship of those in the Cathedral congregation. | | |
| The Revd Dr Minty Hull - Cathedral Chaplain for Spirituality and Minor Canon | | Sun - Thurs |
|  | Minty.Hull@Bristol-Cathedral.co.uk | Cloister Offices |
| As Chaplain for Spirituality, Minty is tasked with care for spiritual wellbeing and supporting spiritual development at the Cathedral. She is also Advisor for Spiritual Direction in the Diocese of Bristol. | | |


| | | |
|---|--|---------------|
| The Revd Nic Harris - Cathedral Curate and Chaplain for Housing | | Sun - Thurs |
|  | Nic.Harris@Bristol-Cathedral.co.uk | The Gatehouse |
| | Nic is the Cathedral Curate who shares this training position with her role as Chaplain for Housing in Bristol Diocese, in which she is working in partnership with others in housing across the city and region to help the Church play our part in providing solutions and change to the housing crisis in the UK. | |
| The Revd Dr Kathryn Goldsmith- Minor Canon for Worship | | Fri - Wed |
|  | Kathryn.Goldsmith@Bristol-Cathedral.co.uk | The Gatehouse |
| | Kathryn is responsible for worship and liturgy in the Cathedral, working closely with the music department, Vergers, and Servers. | |
| Lay Staff | | |
| Lay Staff are members of Bristol Cathedral staff that do not retain religious or liturgical responsibilities. | | |
| Ben Silvey - Chief Operating Officer | | Mon - Fri |
|  | Ben.Silvey@Bristol-Cathedral.co.uk | The Gatehouse |
| | Ben is responsible for the day-to-day management of the Cathedral. His responsibilities include finance, fabric, events, HR, health and safety and child protection. | |
| Sarah Morris - Executive Assistant | | Mon - Fri |
|  | Sarah.Morris@Bristol-Cathedral.co.uk | The Gatehouse |
| | Sarah is the Dean's PA and coordinates the Cathedral diary and events schedule. She is the first point of contact for anyone wanting to arrange a special service, event, or concert at the Cathedral. Sarah also manages some of our volunteer groups. | |

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| Cecile Gillard – Temporary Governance Lead | | Mon-Tue |
|  | Cecile.Gillard@Bristol-Cathedral.co.uk | The Gatehouse |
| | Cecile is helping the Cathedral transition to the new legal, governance and regulatory framework for English cathedrals. | |
| Canon Elizabeth Cairncross - Volunteer Lay Canon | | Tues |
|  | Contact via Ben Silvey | Chapter House |
| | Elizabeth is a Lay Canon at Bristol Cathedral, and a member of the Cathedral Chapter, which has responsibility for the governance of the Cathedral. Elizabeth also leads the Cathedral Social Justice Group, as well as organises the community outreach Welcome Hub on Tuesdays. | |
| Visitor Experience Department | | |
| The Visitor Experience Department are responsible for curating and managing how visitors engage with the Cathedral. This includes events, school trips, and exhibitions. | | |
| Frances Bircher - Visitor Experience Director | | Mon - Fri |
|  | Frances.Bircher@Bristol-Cathedral.co.uk | The Gatehouse |
| | Frances has responsibility for the ways in which visitors interact with the Cathedral, including accessing worship, exhibits and displays. She offers insight into the Cathedral's vision and mission and works closely with volunteers and colleagues. | |
| Jess Cainey - Visitor Experience & Events Officer | | Mon - Fri |
|  | Jess.Cainey@Bristol-Cathedral.co.uk | The Gatehouse |
| | Jess helps deliver an exceptional visitor welcome to everyone who visits. She also plans events, from film nights and concerts to talks and workshops, and works closely with Bristol Cathedral's volunteers. | |

| | | |
|---|--|---------------|
| Fiona Dorman – Education Officer | | Wed - Thurs |
|  | Fiona.Dorman@Bristol-Cathedral.co.uk | The Gatehouse |
| | Fiona is responsible for the Cathedral's outreach to children, including schools and half term activities. | |
| Operations and Finance Department | | |
| The Operations and Finance Department are responsible for the management of finances, maintenance, human resources, training, and safeguarding. | | |
| Andy Webb - Finance and Operations Director | | Mon - Thurs |
|  | Andy.Webb@Bristol-Cathedral.co.uk | The Gatehouse |
| | Andy is the Finance and Operations Director. He leads on the Cathedral finances and heads the Operations Team. He is responsible for Health and Safety and oversees the day-to-day management of our property. | |
| Chrissie Graham - Operations Officer (Finance & Safeguarding) | | Mon - Thurs |
|  | Chrissie.Graham@Bristol-Cathedral.co.uk | The Gatehouse |
| | Chrissie provides support to the Cathedral's finance department and leads on the administration of the Cathedral's safeguarding policies, acting as deputy safeguarding lead. | |
| Miranda Payne - Operations Officer | | Mon - Thurs |
|  | Miranda.Payne@Bristol-Cathedral.co.uk | The Gatehouse |
| | Miranda is one of our Operations Officers. She supports the operations of the Cathedral in several areas including human resources, fabric, databases, and events. | |

| | | |
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| Lisa Wilkey - Cleaner | | Mon - Thurs |
|  | Contact Via Verger | Cathedral |
| | Lisa works hard behind the scenes to make sure the Cathedral and offices are clean and welcoming. | |
| Music Department | | |
| The Music Department are responsible for managing the Bristol Cathedral music programme, including choral performances, visiting choirs, and Lunchtime Recitals. | | |
| Mark Lee - Master of the Choristers & Organist | | Fri - Wed |
|  | Mark.Lee@Bristol-Cathedral.co.uk | Cloister Offices |
| | Mark is responsible for the training, direction, and management of the Cathedral's music, notably the Cathedral Choirs. | |
| Paul Walton - Assistant Organist and Director of the Cathedral Consort | | Sat-Tues, Thurs |
|  | Paul.Walton@Bristol-Cathedral.co.uk | Cloister Offices |
| | Paul Walton accompanies and assists in the training of the Cathedral Choir, gives regular recitals, and directs the Cathedral Consort and the Cathedral Chamber Choir. | |
| Tim Popple - Music and Liturgy Officer | | Mon - Fri |
|  | Tim.Popple@Bristol-Cathedral.co.uk | The Gatehouse |
| | Tim supports the musical and liturgical work of the Cathedral and is the main point of contact for the Cathedral Choir and for visiting choirs. | |

| | | |
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| Sarah Jenkinson - Safeguarding and Pastoral Officer (inc. Choir Tutor) | | Sun - Wed |
|  | Sarah.Jenkinson@Bristol-Cathedral.co.uk | The Gatehouse |
| | Sarah is the Cathedral Safeguarding Officer. Sarah ensures that case work with children, young people and vulnerable adults is managed well, and concerns are flagged with the Diocesan Safeguarding Advisor. She supports the Canon Pastor in pastoral work; and she supervises and supports the children and young people in the Cathedral Choir. | |
| Verger Department | | |
| The Verger Department are responsible for the daily maintenance and long-term upkeep of Bristol Cathedral. They ensure the smooth running of services and events. | | |
| Roger Dubois - Head Verger & Sub-Sacrist | | Rota |
|  | Roger.Dubois@Bristol-Cathedral.co.uk | North Cloister |
| | Roger is responsible for the Verger team who oversee the day-to-day running of the Cathedral's services, concerts, and events. Their responsibilities include security, first aid, health and safety and the general maintenance and management of the Cathedral building and precincts. | |
| Christopher Jones – Deputy Head Verger | | Rota |
|  | Chris.Jones@Bristol-Cathedral.co.uk | North Cloister |
| | The Deputy Head Verger is the lead Verger for building maintenance and development, health and safety, and supports and deputises for Roger in his duties as Head Verger. | |
| Adam Bullivant - Verger | | Rota |
|  | Adam.Bullivant@Bristol-Cathedral.co.uk | North Cloister |
| | The Vergers are responsible for maintenance and management of the Cathedral. They also perform a role in worship and special events. | |

| | | |
|---|--|----------------|
| Laura Friedlander - Verger | | Rota |
|  | Laura.Friedlander@Bristol-Cathedral.co.uk | North Cloister |
| | The Vergers are responsible for maintenance and management of the Cathedral. They also perform a role in worship and special events. | |
| Development and Communications Department | | |
| The Dev and Comms team work hard to secure funding for future development of the Cathedral, as well marketing upcoming events and projects. | | |
| Martha Lewington – Development Director | | Mon-Fri |
|  | Martha.Lewington@Bristol-Cathedral.co.uk | The Gatehouse |
| | Martha is responsible for securing donor funds for a variety of Cathedral events, maintenance, services, and developments. Her primary duties are planning for and executing fundraising plans, maintaining donor portfolios, and leading the marketing and communications team. | |
| Cyril Babeev – Communications and Marketing Officer | | Mon-Thurs |
|  | Cyril.Babeev@Bristol-Cathedral.co.uk | The Gatehouse |
| | Cyril has responsibility for the marketing, communications, and social media for the Cathedral. | |

Cathedral Social Media

Bristol Cathedral uses a range of social media to keep in touch with our community, as well as to broadcast services. We encourage any visitors to check our social media, particularly our website, for upcoming events and changes to our visiting hours.



Bristol-Cathedral.co.uk



[@BristolCathedra](https://twitter.com/BristolCathedra)



[/Bristol-Cathedral](https://www.youtube.com/Bristol-Cathedral)



[@BristolCathedral](https://www.instagram.com/BristolCathedral)



[/BristolCathedral](https://www.facebook.com/BristolCathedral)

Daily Worship



Bristol Cathedral has been a place of Christian worship since the 12th Century. Founded as an Augustinian Abbey in 1140AD, the Cathedral continues to lead over 1000 prayers every year.

For more information on our acts of worship and descriptions of services please refer to page 31.

| Monday to Saturday | Sunday | Broadcast |
|---|---|------------------------------|
| 8.30am Morning Prayer 12.30pm Lunchtime Eucharist 5.15pm Evensong or Evening Prayer (3.30pm on Saturday) | 7.40am Matins 8.00am BCP Holy Communion 10.00am Cathedral Eucharist 3.30pm Choral Evensong | 8.30am Morning Prayer |

Weekly Choir Schedule:

A choir has been singing on the site of Bristol Cathedral since its time as an Abbey. The choir consists of 28 Choristers, a mix of girls and boys, all of whom attend Bristol Cathedral Choir School. The choir also consists of adult Lay Clerks, and Choral Scholars. They sing in different configurations during term time:



| | |
|------------------|--|
| Sunday | Boy Choristers or Girl Choristers, and Lay Clerks and Choral Scholars, or Consort |
| Monday | Boy Choristers, Lay clerks, and Choral Scholars |
| Tuesday | Girl Choristers and Lay Clerks |
| Wednesday | Boy Choristers or Girl Choristers |
| Thursday | Usually Evening Prayer (spoken), but occasionally a visiting choir may sing this service |
| Friday | Lay Clerks |

During the school holidays visiting choirs will sometimes sing, or services will be spoken. See the service list displayed in the Welcome Area or visit Bristol-Cathedral.co.uk for more information.

Funding the Cathedral

The Cathedral does not receive regular funding from the government or the Church of England, so all its income is self-generated. The Cathedral Trust is the Cathedral's charity which maintains and strengthens the vital work and historic role of the Cathedral in the city and Diocese of Bristol. The Trust also protects the fabric of the Cathedral. We engage with a wide range of funders, including charitable trusts, corporate sponsors, and individual donors.

Friends of Bristol Cathedral

The Friends of Bristol Cathedral is a registered charity (Charity Number 274399) which works together with the Cathedral to fund projects which beautify the Cathedral, care for its fabric, and enrich its worship. The Friends of Bristol Cathedral help with projects which enhance the Cathedral or its life, but would be difficult for the Chapter to fund from within its financial resources.

Recent contributions have included:

- Underwriting the costs for the Museum of the Moon exhibition in August 2021
- Refurbishment of the Slype Kitchen catering facilities
- New flags for the tower
- New verger robes

The Friends has an elected council, and an annual General Meeting is held each summer, prior to which a comprehensive annual report is sent to every member. Special events for Friends are arranged from time to time.



| Friends of Bristol Cathedral Subscription Prices | |
|--|-----|
| Annual Individual Membership | £25 |
| Annual Joint Membership | £40 |
| Students, Unemployed, Small Pensions | £10 |
| Corporate Rate | £50 |

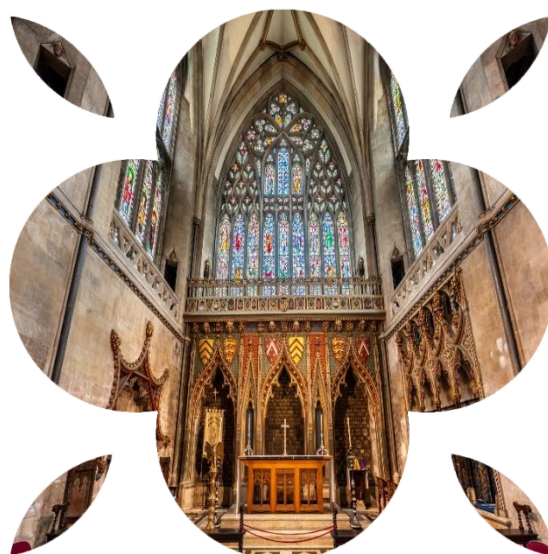
For more information regarding the Friends of Bristol Cathedral please email
Friends@Bristol-Cathedral.co.uk.

Joining the Friends of Bristol Cathedral

If you would like to join the Friends of Bristol Cathedral please download the Membership Application Form from our website, at Bristol-Cathedral.co.uk/support-us/friends/

Please post any membership applications to:

The Friends of Bristol Cathedral
 Bristol Cathedral
 College Green
 Bristol BS1 5TJ



Volunteering With Us



Volunteers are an essential part of the Cathedral community. There is no part of the Cathedral that does not rely on their attention to detail or benefit from their commitment. Some of our volunteers have been with us for over thirty years, whereas others volunteer for a short-term project.

There are many different roles available for those who want to volunteer. You are welcome to come and try out a role. If you don't like it there is no obligation to continue, if you want to try a different role you are welcome to do so. You do not generally need experience to volunteer as training will be provided.

Some volunteer roles do require a Disclosure and Barring Service check. This is part of our commitment to being a Safer Recruiter. Find out more about safeguarding on page 30.

Volunteer Roles

Welcomer

Welcomers are often the first point of contact between the Cathedral and visitors. They are responsible for providing a warm greeting, as well as supplying information and day-to-day service schedules to guests. **Welcomers are managed by Jess Cainey.**

Guide

Guides share the Cathedral history with visitors. Specialist training is provided, and, on completion, guides join the rota. **Guides are managed by Jess Cainey.**



Steward

The Stewards assist in the smooth running of services and events. They offer a warm welcome to the Cathedral and give assistance by directing the congregation to their seats and providing them with the necessary books and service sheets. They also act as fire wardens. **Stewards are managed by Sarah Morris.**



Education

The education team support our school visits, helping with tours, workshops, and education days. **Education Volunteers are managed by Fiona Dorman.**

BriCKs

BriCKs, Bristol Cathedral Kids, is our Sunday morning offer for children. Volunteers provide activities for children of all ages during the service, with the aim of getting primary aged children involved in the

eucharist in an entertaining way. **BriCKs Volunteers are managed by Canon Jonnie Parkin**

Holy Duster

The duster team help the Vergers to manage the complex task of keeping the Cathedral well presented for major festivals and other events. **Holy Dusters are managed by Roger Dubois.**



Social Justice Group

The Cathedral Social Justice Group is a practical action 'learning and doing group'. Often with a guest speaker, the group discusses areas of improvement, from homelessness in Bristol, refugees, LGBTQ+ rights, the environment, and the legacy of slavery in the city. **The Social Justice Group is managed by Canon Elizabeth Cairncross.**

Homeless Outreach Team

Homeless Outreach team offer conversation, a hot drink and signposts to agencies, to the homeless community sleeping on our doorstep. They go out in pairs five days a week. Anyone is welcome to join the volunteer team, regardless of faith. **The Homeless Outreach Team is managed by Revd Nic Harris.**



Gardener

Gardeners keep our award-winning garden in shape. **Gardener Volunteers are managed by Sarah Morris.**

Flower Guild

Flower Arrangers bring beauty to the Cathedral every Friday by changing the flowers, and on special occasions when required. **Flower Guild Volunteers are managed by Sarah Morris.**

Sewing Team

The Sewing Team look after the choir robes and vestments for the Clergy, Servers, and Vergers. Knowledge of dressmaking and embroidery is helpful. **The Sewing Team are managed by Sarah Morris.**

Bell Ringers

The Bell Ringers ring for all major services and events. **Bell Ringers are managed by Sarah Morris.**

Servers

Servers assist Clergy and the Vergers in the smooth running of services at the Cathedral. Responsibilities can include carrying processional candles, incense, and other items that may be needed during service. **Servers are managed by Kathryn Goldsmith.**

If you'd like to know more about a volunteer role please contact the corresponding line manager or email Volunteer@Bristol-Cathedral.co.uk and request a role profile. The profile outlines the duties and responsibilities of each role in more detail.

Volunteer Benefits and Opportunities

The day-to-day benefits of volunteering at Bristol Cathedral include hot drinks available from the slype kitchen, as well as the opportunity to expand your skills and experience, and the fantastic chance to socialise and be an active member of the community.

The Cathedral is a dynamic place, and we host a wide range of events and occasions throughout the year. Bristol Cathedral also hosts Volunteer Thankyou Lunches and parties to celebrate the hard work and dedication of our volunteer teams.

Don't Just Take Our Word for It

It's so easy to make friends with other volunteers and I always feel listened to, assisted, and supported by the friendly co-ordinators, Vergers, and Clergy. It's a truly enriching experience.

Being in the centre of Bristol makes this Cathedral a church for all and its focus on outreach and inclusivity means that everyone feels welcome here.

Since I'm originally from Australia, volunteering at Bristol Cathedral for me is all about feeling part of a great community. It helps me feel at home in this beautiful city on the other side of the world!

Volunteering has given me the opportunity to meet interesting people, make lasting friendships and even meet my husband! I really enjoy being part of such a lovely community.

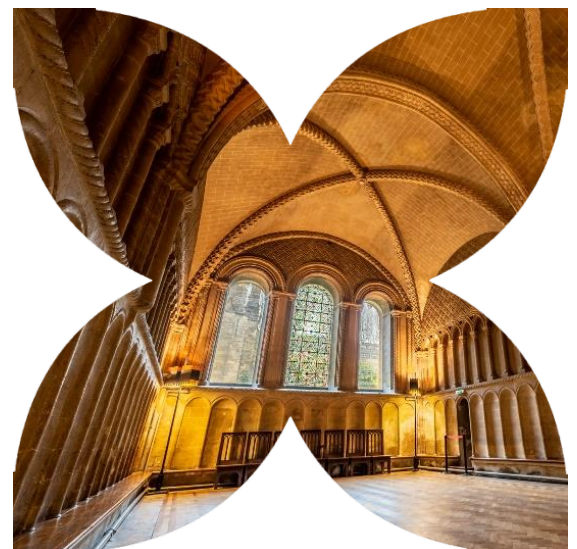
Volunteer Expectations

We value the unique contribution made by our volunteers with the rich diversity of talents, skills, and experience that they bring. We are providing volunteers with a clear agreement so that you can understand what to expect from us as a volunteer and what we expect from our volunteers.



As part of our commitment to our volunteers, we ensure that:

- You have an appropriate induction and any additional training to enable you to undertake your role effectively
- You receive support from your volunteer team leader or designated staff member to enable you to develop your volunteering role and to assist you in achieving any goals that you might have
- You are clear about the standards that we expect from you and that you receive support in achieving and maintaining them
- You understand our relevant policies and procedures, for example health & safety, confidentiality, data protection, diversity, and how we expect you to comply with them including details of any training that we require you to undertake
- You have clear procedures and support in the unlikely event that any issues or difficulties arise when you are volunteering for us
- You have appropriate insurance cover when you are on our premises
- We communicate information about your role at the Cathedral effectively and in a timely manner



Cathedral Expectations:



As a Bristol Cathedral Volunteer, you agree that:

- You will act as a positive ambassador for the Cathedral
 - You will commit to volunteer on the dates and times agreed and, if you are unavailable, let your designated staff member know
 - perform your volunteering role to the best of your abilities
 - participate in any appropriate development opportunities
- commit to our safeguarding policy which means understanding your responsibilities for safeguarding and actively participating in mandatory safeguarding training
- communicate appropriately with your volunteer team leader or designated staff member
- adherence to any policies and procedures and to the specific practices that apply within your team
- provide referee details and agree to a disclosure and barring check where necessary
- understand the sensitivity of any personal and confidential data and the purposes for which it should be used if you have access to data as part of your volunteering role, and agree to manage the data securely, and will not share or divulge such information that remains the property of Cathedral, Friends and/or Restoration and Development Trust.

If Things Go Wrong

Bristol Cathedral expects all volunteers to carry out the duties assigned to them to the best of their ability and to always conduct themselves as good ambassadors for the Cathedral. The procedure below will be followed in the unlikely event a volunteer does not meet the standards that are expected.



Initial Meeting - If your Group Leader or a member of staff you work with becomes dissatisfied with your performance of your duties or your conduct you will be invited to a meeting. Either your Group Leader or member of staff will explain what went wrong. They will explain how this did not meet the standards required and work through what needs to change, what support we can offer, and a timeframe within which to work.

Review Meeting - a review meeting will be held at the end of the time specified at the initial meeting. If progress has been made, then there may be more time given to meet the standards. If it is considered that progress has not been made, and you are unlikely to meet the standards or meet them within a reasonable time, then your volunteering role at the Cathedral may be ended.

Further Review - if you disagree with the decision to end your volunteering role then you can request a meeting with the Director of Visitor Experience and the Chief Operating Officer. Your concerns will be listened to, and the decision reviewed. The decision made at this further review meeting will be final.

Exceptions - all circumstances will be individual, and Bristol Cathedral reserves the right to vary this procedure if the need arises.

In any case of serious misconduct then your volunteering role at the Cathedral may be ended with immediate effect. Serious misconduct may include, but is not limited to, a breach of our safeguarding principles, harassment, theft, or failure to treat a visitor, colleague, or member of staff with respect. It may also include any conduct which could bring the Cathedral into disrepute, or which causes damage.

Grievances Raised by Volunteers



Bristol Cathedral aims to foster an environment which is a caring, supporting community in accordance with our Christian principles. We value the contribution that volunteers make to the ministry and mission of the Cathedral. As valued members of our community all our volunteers should be always treated with respect. This procedure will be followed in cases where a volunteer has issues and concerns about any aspect of their volunteering experience.

Informal Resolution - if you have any concerns, you should first talk to your Line Manager to resolve the matter. If it is not resolved immediately, the member of staff will explain how they will deal with the issue, which may include investigating the matter, and when you can expect a response. In some instances, a written response may be provided.

Formal meeting - if you are not satisfied with the response to your concerns, you may request a meeting with the Director of Visitor Experience. At this meeting you will be given another opportunity to explain your concerns and why you were not satisfied with the response you were given. The issue will be reviewed and any further action that the Cathedral may take to attempt to resolve the matter will be explained to you.

Review - if you remain dissatisfied at the conclusion of the formal stage, then you can request a meeting with either the Chapter Clerk or another member of the Chapter (depending on your volunteering role). At this meeting your concerns will be listened to, and the actions taken so far reviewed. The decision made by the Chapter Clerk or member of Chapter will be final.

Exceptions to this Procedure – Bristol Cathedral acknowledges that all circumstances will be individual and reserves the right to vary this procedure if the need arises.

When it's Time to Stop



If your circumstances change and you no longer wish to volunteer with the Cathedral, please give your Line Manager as much notice as possible, and where possible fulfil any pre-existing commitments you have.

There may also come a time when either you or the Cathedral feel the role you are undertaking is no longer right or possible for you. You can talk to your Line Manager to see if any other more suitable roles are available, but if not, then you will be invited to step back from active

service. We hope that you will continue to enjoy the friendships you have made and belong to the wider Cathedral community.

Volunteers are offered an informal meeting with a member of the Visitor Experience department when they leave to provide feedback and to help the Cathedral continue to improve its volunteer programme.



Cathedral Policies

Visitor Policies

Pets Policy – visitors are welcome to bring their pet into the Cathedral if it is well behaved and on a lead. Please be aware that the Cathedral is sometimes busy and noisy. If the pet is not comfortable in situations like this, it may be better not to bring them in. If a pet is disturbing

others (for example, by barking or jumping up), a member of staff or a Volunteer may ask a visitor to take their pet outside.

Hat and clothing Policy - everyone is welcome at Bristol Cathedral. Some of our visitors are regular church goers, but many are not. For some, the way they dress when they come to the Cathedral reflects their faith. We do not ask visitors to the cathedral to remove their hat.

Food Policy – visitors to Bristol Cathedral are encouraged to eat and drink in the garden area. If a visitor decides to eat or drink in the building, we would not ask them to refrain from doing so unless it was disrupting others (for example, during Service) or if it posed a hazard (hot drinks during Crafty Cathedral).

Brass Rubbing Policy – visitors are welcome to take part in brass or monument rubbing at the Cathedral.

Photography Policy - visitors are welcome to take photos for personal use during their visit except during services, school events, concerts or when choirs are rehearsing. For commercial photography or to use a tripod please advise individuals to contact reception@bristol-cathedral.co.uk

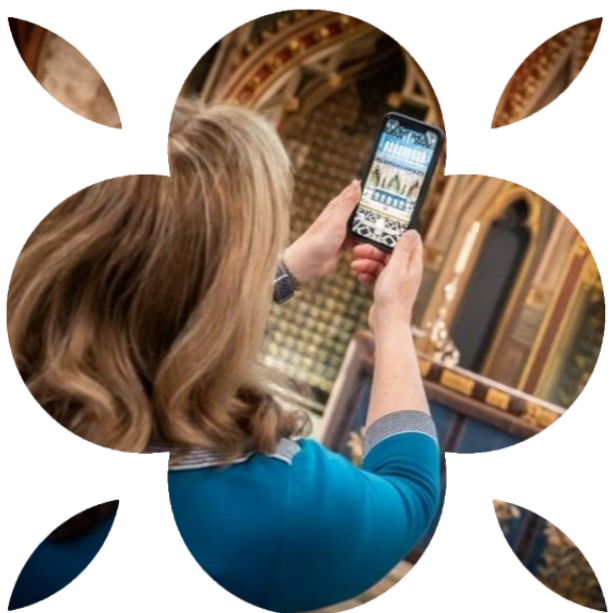
Safety and Security

Radios – a 2-way radio located in the Welcome Area is linked to the Cathedral Radio system, which will put you in contact with the Vergers immediately. You will be shown how to use the radio when you begin volunteering at the Cathedral and if you need a reminder instruction can be found in the Welcomers' Opening Handbook in the information desk at the entrance.



Personal Belongings - it is not possible to accept visitors' belongings for safekeeping, including suitcases. Please report any unattended items to the Vergers. Pushchairs can be left unattended at the entrance if they are completely empty, but the Cathedral does not retain responsibility for them.

Accidents - report any accidents to the Vergers or a member of staff. Guides should leave a tour group to get help if necessary. First Aid kits are in the Welcomer information area, the Verger's cubby hole, and the Café. Use the radio to call for a first aid trained member of staff. Near misses should also be reported promptly to a Verger or other member of staff.



General Behaviour –

occasionally there is visitor behaviour that is inappropriate. Do not intervene but use a radio to contact a Verger. Vergers will note or deal with any problems.

Please report back to the Vergers after the situation has been de-escalated as you may be asked to fill out an incident report form.

Fire, Safety, and Evacuations

Evacuations are dynamic situations and the protocol for Volunteers to follow will therefore be slightly adapted depending on their role at the Cathedral. These protocols will be provided to you by your Line Manager when you begin your role. The fundamental protocol for fire, safety, and evacuations whilst you are volunteering at Bristol Cathedral is as follows:



If you discover a suspicious bag or package:

- Follow the HOT protocol
 - **Is it Hidden?** – has it been intentionally placed out of view?
 - **Is it Obvious?** – is it obviously suspicious? Are there wires?
 - **Is it Typical?** – is it something you would often find in a Cathedral, e.g., an instrument case?



If a visitor becomes agitated or aggressive:

If you are in the Welcome Area press the panic alarm or press the panic button on your radio. or head to the Vergers cubby hole

If in any situation you are concerned for your personal safety please protect yourself first at all costs.



If you hear the fire alarm whilst on duty:

1. On hearing the alarm collect a radio if it is in your immediate vicinity and head towards your nearest exit
2. Ask any visitors in your direct path to exit the building with you. If they do not immediately follow, ask again and then continue your evacuation. If somebody does not follow you after your second request do not follow them back into the building.
3. Stay by the exit and do not allow anyone other than Cathedral staff access.
4. Stay by the exit until relieved by a member of the Cathedral staff.

If you discover a fire:

1. The fire alarm should activate automatically but if it does not, press the nearest fire alarm, the panic button on your radio, or the panic alarm in the welcome area – whichever is closest to you
2. Follow the same instructions stated above
3. The Verger team will then begin an evacuation

You will not be reprimanded for raising an alarm if there turns out to be no fire

First Aid Emergencies

A first aid trained Verger will be at the Cathedral every day.

If a visitor becomes seriously unwell:

1. Press the panic button on your radio or head to the Vergers Cubby Hole promptly
2. Once staff are with you follow their instructions
3. There is a defibrillator kept in the Cloister of the Cathedral

Whistleblowing

Whistleblowing is when an individual reports suspected wrongdoing in an organisation. This includes, but is not limited to, reporting internally within the organisation where wrongdoing is taking place, reporting to local authorities, and disclosing information to media outlets. All employees and volunteers who are whistle-blowers are protected by law (under the Public Interest Disclosure Act 1998) and should not be treated unfairly or lose their position because they ‘blew the whistle’. Typical whistleblowing would relate to:



- a criminal offence, e.g., fraud
- someone’s health and safety are in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the organisation is breaking the law, e.g., doesn’t have the right insurance
- the whistle-blower believes someone is covering up wrongdoing.

These acts can be in the past, present or future. Information disclosed by a whistle-blower qualifies for legal protection regardless of if it relates to wrongdoing that has happened, is happening, or is likely to happen.

Procedure - in the first instance concerns may be reported in complete confidence to the Visitor Experience Director or Chapter Clerk. If there is no satisfactory explanation or reason given, the next stage is to raise the matter with the appropriate authority, e.g., the Police, the Environment Agency, Health and Safety Executive or Social Services Department.

Volunteers have the right to raise concerns directly to an appropriate professional or recognised body, the local authority, or other statutory services. Volunteers may also wish to contact the charity ‘Protect’ for confidential advice: www.protect-advice.org.uk or 0203 117 2520.

General Notes – If the whistle-blowing procedure is not invoked in good faith, (e.g., for malicious reasons or in pursuit of a personal grudge), then the whistle-blower will be liable to disciplinary action.

Safeguarding and DBS



Safeguarding is the promotion of the welfare of children and vulnerable adults through actions and policies designed to protect them from harm. A small number of volunteers who are involved in the care or supervision of children, such as BriCKs or Education volunteers, will be asked to complete a Disclosure and Barring Service (DBS) check.

Most volunteers are not asked to undergo a DBS check. However, we do require all volunteers to provide two referees. These references will be stored confidentially in your personal file. You will also be expected to attend safeguarding training as required.

Ben Silvey is the Cathedral Safeguarding Officer. Ben ensures that case work with children, young people and vulnerable adults is managed well, and concerns are flagged with the Diocesan Safeguarding Advisor.

Chrissie Graham is the Deputy Safeguarding Officer. Chrissie oversees the administration of the Cathedral's safeguarding policies and provides support to Volunteers as they complete their training.



All members of staff and volunteers at Bristol Cathedral share a responsibility to ensure safeguarding policies are practised.

Safer Recruitment

Bristol Cathedral is a Safer Recruiter. Safer recruitment is a set of practices to help make sure staff and volunteers are suitable to work with children and young people. It's a vital part of creating a safe and positive environment and making a commitment to keep children safe from harm.

As part of our commitment to being a Safer Recruiter when employing a new member of staff or volunteer, Bristol Cathedral:

- identifies and rejects applicants who are unsuitable to work with children and young people
- responds to concerns about the suitability of applicants during the recruitment process
- responds to concerns about the suitability of employees and volunteers once they have begun their role
- ensures all new staff and volunteers participate in an induction which includes child protection

Confidentiality

We will not give out your contact details without your express permission. We ask that during your time as a volunteer, or at any time after ceasing to be a volunteer at Bristol Cathedral, you do not disclose to any person any confidential information concerning the organisation which has been entrusted to you, and that you do not use or attempt to use any such information.

This shall not apply to information which is:

- Used or disclosed in the proper performance of your duties or with the consent of the Chapter of Bristol Cathedral
- Ordered to be disclosed by a court or competent jurisdiction or otherwise required to be disclosed by law
- Comes into the public domain (otherwise than due to a default by you)

In the event of you, as a volunteer, being approached by the media, the matter must immediately be referred to the Visitor Experience Team. We ask that volunteers do not speak to the media about Cathedral policy or operational activities.

Useful Terms

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| Morning prayer | A spoken service with prayers, psalms, and bible readings. Each day we pray for our city, the church, and the world. It lasts for 30 minutes. Visitors can join in, or just sit and listen |
| Eucharist | A spoken service where we remember the life of Christ and his sacrifice on the cross, which culminates in the symbolic eating of bread and drinking of wine. Attendees can also receive a blessing from the Priest. |
| Choral Evensong | A sung service at the end of the day. It includes prayers, the singing of a psalm, the Magnificat (the Virgin Mary's hymn of praise), the Nunc Dimittis (the Song of Simeon at the temple), an anthem and prayers. This is sung by the Cathedral choir in term time and our visiting choirs during the school holidays |
| Diocese | A district under the pastoral care of a bishop. |
| Nave | The central part of a church building, intended to accommodate most of the congregation |
| Cloister | A covered walk, open gallery, or open arcade running along the walls of buildings, usually a place of worship |
| Transept | The smaller areas that cross the Nave |
| Quire | The area of a church or cathedral that provides seating for the clergy and church choir |
| Liturgy | A particular set of words, music, and actions used in religious ceremonies |
| Aisle | The pair of walkways that run parallel to the nave, quire, and transept. |
| Consort | An ensemble of musicians |

Quick Contacts

| Ext. | Name | Number |
|------|---------------------|---------------------|
| 201 | Tim Popple | 926 4879 / 946 8173 |
| 202 | Ben Silvey | 946 8184 |
| 203 | Jonnie Parkin | 946 8189 |
| 204 | Nic Harris | 946 8174 |
| 205 | Chrissie Graham | 946 8187 |
| 206 | Frances Bircher | 946 8172 |
| 207 | Miranda Payne | 946 8180 |
| 208 | Nicola Stanley | 946 8183 |
| 209 | Fiona Dorman | 946 8175 |
| 210 | Sarah Morris | 946 8185 |
| 211 | Dean Mandy Ford | 946 8176 |
| 212 | Café Space | 946 8178 |
| 213 | Music Office | 946 8177 |
| 214 | Head Verger | 946 8179 |
| 215 | Education Room | |
| 216 | Welcome Area | 946 8182 |
| 217 | Sarah Jenkinson | |
| 218 | Jess Caine | 946 8171 |
| 220 | Vergers' Cubby Hole | 946 8181 |
| 224 | Chapter Vestry | |
| 226 | Kathryn Goldsmith | 946 8186 |
| 227 | Minty Hull | 946 8188 |
| 222 | Cyril Babeev | 946 8170 |