

SOUTHWARK

◆ CATHEDRAL ◆



VOLUNTEER HANDBOOK

This is a general handbook applicable to a range of volunteering roles. There is additional information for **Stewards, Guides, Welcomers and Day Chaplains.**

MAY 2023

FOREWORD by The Dean

Thank you for becoming a volunteer at Southwark Cathedral and welcome to your new role.

Southwark Cathedral is a diverse community whose members participate in its mission and ministry in a host of ways. More than 320 volunteers play their part in the day-to-day life of the Cathedral.

The Cathedral recognises the immense benefits that volunteers bring.

This booklet is designed to help you. It is about knowledge, procedures and technical information but above all it is about the Cathedral's ministry of welcome and about your role in representing the Cathedral and all that it stands for.

Andrew Nunn



CONTENTS

THE ROLE OF THE CATHEDRAL	4
OUR MISSION STATEMENT	5
OPENING TIMES AND WORSHIP	5
WHO'S WHO	7
BENEFITS OF BEING A VOLUNTEER	9
WHAT THE CATHEDRAL OFFERS YOU AND EXPECTS FROM YOU	11
PLAYING YOUR PART IN THE MINISTRY OF WELCOME	13
IN THE EVENT OF ACCIDENT OR EMERGENCY	14
WHAT TO DO IN OTHER DIFFICULT SITUATIONS	15
PROTECTING CHILDREN AND VULNERABLE ADULTS (SAFEGUARDING)	16
GETTING MORE INVOLVED	17
VOLUNTEER ROLES	17
DEALING WITH PROBLEMS AND COMPLAINTS	18
MOVING ON	19
APPENDIX: OUR HISTORY	20

THE ROLE OF THE CATHEDRAL

Cathedrals are not just tourist destinations but places that can convey a sense of the spiritual and sacred, even to those who are not of the Christian faith.

The Church of England is divided into 42 dioceses which are regional, geographical areas. Southwark Cathedral is the Mother Church of the Diocese of Southwark which stretches from Kingston-upon-Thames in the west to Thamesmead in the east and Gatwick Airport in the south.

As a Cathedral, it is the place where the Bishop has his chair (cathedra) and where major celebrations of life and faith take place all the time. The Cathedral is led by a Dean with five Residentiary Canons whose primary responsibility is to maintain the tradition of prayer and worship on this site which began in the 7th century. They work in and serve the diocese and support the Diocesan Bishop in his ministry.

The present Bishop of Southwark is Christopher Thomas James Chessun



MISSION STATEMENT

Southwark Cathedral is an inclusive Christian community, growing in orthodox faith and radical love.



OPENING TIMES AND WORSHIP

The Cathedral's opening hours are:

Monday – Saturday

9.00am – 6.00pm

Sundays and Bank Holidays

8.30am – 5.00pm

Attending a Service

All are welcome to attend our acts of worship. The times for our regular services can be found on [our website](#). If you can't join us in person, many of our services are also available online via YouTube and Facebook.

Hourly Prayers

The Cathedral has established the practice of having hourly prayers throughout the day from 10.30am to 4.30pm. The prayers are led by our Day Chaplains and last approximately two minutes.

If you do not wish to attend a service then you are very welcome to explore the Cathedral. We highly recommend visiting during the following times as access to parts of the Cathedral are restricted during services:

Sunday

12.30pm – 3.00pm and 4.00pm – 5.00pm. Note the choir are rehearsing from 2-3pm on Sundays, so no access to the Quire.

Monday – Friday

9.00am – 5.00pm

Saturday

9.30am - 3.45pm & 5.00pm - 6.00pm

Photography and Filming

The Cathedral is primarily a place of worship and we believe that those who are here to worship should not be disturbed. A number of cathedrals do not allow photography but we encourage it outside of services and events. We do not allow photography or any form of recording during our services and events.

Fees apply for photographs which are taken with intent to use commercially or which may be used for financial and commercial gain by an individual or business.

Although special arrangements may be made regarding copyright, the intellectual property of Southwark Cathedral, its contents and environs will remain that of The Chapter of Southwark Cathedral at all times.

Anybody wishing to photograph or film within the Cathedral precinct for the above or other reasons such as commercial projects, promotional images, wedding photography or images for public broadcast should contact the Head of Events by email or telephone on 020 7367 6704 for further details.

Shop Opening Times

Monday **CLOSED**

Tuesday - Friday **10am - 4.30pm**

Saturday **10am- 5pm**

Sunday **11am - 1pm**

WHO'S WHO

- Vergers – wear cassocks and distinctive black and scarlet gowns for services. They have an important liturgical and ceremonial role and are also responsible for the care and security of the Cathedral.
- Welcomers – their role is to provide a warm welcome, help and information to visitors.
- Guides – the volunteer guides lead tours of the Cathedral.
- Stewards – they welcome and assist the movement of people during services and events.
- Day Chaplains – wear a black cassock and offer pastoral care to visitors to the Cathedral.



Please click on the link below to be directed to the who's who section on our website:
<https://cathedral.southwark.anglican.org/about/whos-who/>

NAME BADGES

All volunteers will be provided with ID cards with your name and a blue lanyard. We ask all volunteers to wear these whenever they are on duty. While there is no uniform at the Cathedral, we ask all volunteers to adopt a standard of dress appropriate to their role and to a place of worship while on duty at the Cathedral.

RADAR KEY

A radar keys offers disabled people access to locked public toilets around the country. If you need access to the radar key for yourself or a visitor, you can find a copy in the shop or via a Verger. They can be purchased for £5 from Disability UK.

LONE WORKING

We do not encourage lone working and will try to make sure that volunteers work in pairs or if you are alone somewhere on site, a member of staff or a Verger should always be nearby. For those who wish to use it, there is an alarm in the Vestry. Pressing this alarm makes a very loud sound so should be used in urgent emergency situations only.

EQUALITY AND DIVERSITY

Volunteering is open to all; volunteers are treated with fairness.

Recruitment procedures are fair, efficient and consistent. If volunteers raise a concern, this will be handled fairly.

BENEFITS OF BEING A VOLUNTEER

The Cathedral is a signatory to London's Volunteer Management Charter. Southwark Cathedral commits to this Charter and undertakes to incorporate it into its volunteer management practice.



Expenses

Agreed, out of pocket expenses are reimbursed. Please submit your expense form and receipts to the Volunteers Officer.

Induction

Volunteers are introduced to the work and ethos of the organisation.

Personal Development

Identified needs are met by relevant training and development opportunities.

Organisational Involvement

Volunteers have influence and an informed voice on organisational issues.

Trips and the annual volunteer party

The annual Volunteer Thank You party takes place in May and occasional reciprocal trips to other heritage sites in London are organised by the Volunteers Officer exclusively for the volunteers.

Regular meetings and opportunities to catch up

Regular communication and/or meetings with your line manager, supervisor and/or the Volunteers Officer, as well as through monthly newsletters

Reward and Recognition

The organisation expresses its appreciation of the volunteers' contribution through the Dean's report, the annual volunteer party, in newsletters and whenever there is an opportunity to do so.

Safe Volunteering Environment

The physical and emotional risks of volunteering are identified, minimised, and covered by insurance.

Support

A named supervisor ensures ongoing support appropriate to need.

Volunteer discounts

While on duty, volunteers are eligible for discounts in the shop and café subject to any minimum purchase requirements. Discounts may be varied and/or withdrawn at any time. Please show your name badge to claim the discount.

WHAT THE CATHEDRAL OFFERS YOU AND EXPECTS FROM YOU

Thank you for offering your time and skills to the Cathedral. This section sets out:

- the commitments which the Cathedral makes to its volunteers;
- the Cathedral's expectations of its volunteers;
- the procedure for ending a volunteer's period of service.

This section is not intended to be a legally binding contract or to create any employment relationship.

Once you have been assigned to a particular role, you will be invited to complete some sessions in that role for a trial period. This helps both you and your supervisor/line manager to establish whether the role is suitable for you. If you and your supervisor are satisfied that the role is suitable, and that you meet its requirements, you will be welcomed into the role. A volunteer is not an employee and does not have a contract of employment with the Cathedral.

The Cathedral undertakes to:

- provide a general introduction to Cathedral life;
- provide any training necessary for your volunteer role;
- provide a named supervisor or line manager;
- ensure that meetings with your supervisor/manager take place, preferably annually, to talk about your volunteering, any successes and problems, and to discuss the renewal of your commitment;
- provide all legally required insurance cover for you whilst you are carrying out the volunteering duties approved and authorised by the Cathedral;
- implement good health and safety practice, and carry out disclosure and barring service checks when appropriate.

The Cathedral expects you as a volunteer to:

- promote positive relationships within the Cathedral community and visitors;
- co-operate with your colleagues and with the Cathedral's management;
- comply with the Cathedral's policies and procedures, including health and safety, Safeguarding and confidentiality as explained, for example, in training or the Volunteer Handbook;
- meet agreed time commitments, or arrange a swap if necessary. Let your supervisor/manager know as soon as you can if this is not possible;
- complete training as needed for your duties and for Health and Safety;

- observe a standard of behaviour and dress appropriate to your role and to a place of worship whilst on duty at the Cathedral;
- be responsible for personal belongings whilst on duty;
- inform your group leader, or the Cathedral Office of any changes in your name, contact details or any emergency contact.

Unacceptable conduct

Ending a volunteer's period of service

It is hoped that volunteers and the Cathedral will have a long and mutually rewarding relationship. On occasion though, it may be necessary to end a volunteer's period of service. Individuals will always be consulted as part of the process and their views considered. The volunteer or the Cathedral may end their period of service at any time although it is good practice, where possible, to provide a period of notice.

Conduct which is unacceptable by any volunteer on duty includes: theft, dishonesty, acts of violence, obscene language, being under the influence of alcohol or drugs; damage to property belonging to the Cathedral, visitor, employee or other volunteer. Any such act will result in the removal of the individual from the volunteer list.



PLAYING YOUR PART IN THE MINISTRY OF WELCOME

Many of the Cathedral's volunteers play a part in its important ministry of welcome:

- greet all you see with a smile, a word of hello and eye contact;
- be knowledgeable about the Cathedral's facilities, basic geography, terminology and local information;
- if you are working on the floor of the Cathedral at a time when there are no services please talk to your colleagues quietly - and break your conversation as soon as a visitor approaches;
- if you don't know the answer to an enquiry, please try to find someone who can respond;
- if you are in the Cathedral during a time of prayer please stop what you are doing and, if you wish, join in;
- if a visitor asks for a Guidebook, these can be purchased from the Shop.

IN THE EVENT OF ACCIDENT OR EMERGENCY

- If a visitor becomes aggressive or violent seek help from the Vergers, who will normally be found in the Sacristy, or from Cathedral Office reception at Montague Chamber. In a case of extreme urgency dial 999 and call the police. Do not make physical contact with the person causing the disturbance.
- If there is a medical emergency seek first aid assistance immediately from the Vergers or from Cathedral Office reception at Montague Chamber. In an extreme emergency dial 999 and call an ambulance. The Vergers are trained First Aiders and hold a First Aid box.
- Please report any incident, accident or near misses, however trivial to the Duty Verger and the Reception team. All reports are considered at a meeting during the following week.
- If someone needs pastoral care contact one of the Day Chaplains. If necessary, the Day Chaplain will also be able to contact one of the clergy via the Cathedral Reception.
- If the fire alarm should sound, please leave through the nearest exit and congregate in Cathedral Square, the square opposite the main entrance to the Cathedral. If you can assist those with any accessibility issues to leave the Cathedral please do, if not – exit the building and tell a member of staff immediately. Stewards and Vergers are there to provide fire emergency procedures for anyone in the building so do follow their instructions when they are on site.

WHAT TO DO IN OTHER DIFFICULT SITUATIONS

It can be unpleasant dealing with a complaint, but it is important to listen to the visitor and to take control of the situation. Please do contact a Verger or member of Office staff for assistance if required.

If a visitor approaches you with a complaint:

- stay calm;
- take control; listen to their comments and take them seriously. Understand they are upset and give them your full attention if you needed assistance call a colleague.
- acknowledge that the person is unhappy - "I'm sorry that you are upset about this".
- Record the comments by taking notes.
- If is not possible to resolve there complaint there and then, advise them that you are passing this information on to a member of Cathedral staff who will contact them within a week.
- Thank them for taking the time to let us know and confirm that you will action their complaint.
- Ensure that the complaint is followed up, the comments reach the right person and that persons knows what you have told the visitor to expect.

If you are asked for money the Cathedral's policy is to

- assist agencies in their work and
- never to give money to individual wayfarers, beggars etc.



PROTECTING CHILDREN AND VULNERABLE ADULTS (SAFEGUARDING)

If your volunteering brings you into contact with children or vulnerable adults please remember:

- the safety of children and vulnerable people is of the highest importance;
- never put yourself in a situation where you are alone with a child or vulnerable adult;
- if a child approaches you in difficulty or distress always seek the help of the Vergers or other staff and stay in a visible public place. Do not attempt to deal with the matter on your own;
- never take a photograph of a child without written parental consent.

If anyone reports any safeguarding issue to you or makes an allegation of abuse you must report it immediately, and in confidence, to one of the Cathedral's Safeguarding Officers.

The Cathedral's Safeguarding Officers are:

Cherry James

cherry.james@southwark.anglican.org

Jill Tilley

jill.tilley@southwark.anglican.org

Helen Quintrell

hmqmc3@gmail.com

All of the Safeguarding Officers can be contacted via the Cathedral Office on 020 7367 6700.

Please click on the link below to be directed to the safeguarding section of our website.

<https://cathedral.southwark.anglican.org/about/safeguarding/>.

GETTING MORE INVOLVED

You are welcome to join any Cathedral service or event providing this is not a private external booking. If you would like more information about the Christian faith or are considering Confirmation, please contact the Sub Dean or complete one of the Welcome Cards and hand to a Verger or to the Cathedral Office reception.

If you would like to contribute to the financial well-being of the Cathedral please ask for information about the Cathedral's planned giving scheme. Information is also available on the Cathedral website:

<http://cathedral.southwark.anglican.org/community/giving-to-the-cathedral#regular-giving>



VOLUNTEER ROLES

There are many volunteer roles at Southwark Cathedral and we encourage volunteers to help out with activities across the site. We will inform volunteers of what's going on through monthly newsletters. Below are just some of the many volunteer roles available:

Welcomers
Heritage events
Stewards

Volunteer Receptionists
Guides
Bellringers
Conservation Housekeeping
Day Chaplains
Learning Centre
Robes
Broderers
Flower Arrangers
Shop assistants
Junior and Youth Xpress

If you are interested in helping out in any of these roles, please get in touch with the Volunteers Officer.

DEALING WITH PROBLEMS AND COMPLAINTS

If you have a problem that you want to discuss, for example concern about your duties, or treatment by a colleague, you should discuss it initially with your supervisor or line manager, or with the Volunteers Officer. The supervisor / manager, or Volunteers Officer, will meet you to try to resolve the problem. If it is not possible to resolve the matter then the formal complaints procedure is available to you.

Making a formal complaint

If you wish to make a formal complaint you should put your complaint in writing to your supervisor / line manager, or to the Volunteers Officer. If it is not possible to reach a solution you may raise the matter with the Chief Operating Officer. Should you wish to appeal a decision of the Chief Operating Officer., the matter may be referred to the Chapter's Personnel Committee either via the Volunteers Officer or one of the Cathedral Wardens (who can be contacted via the Cathedral Office).

If a complaint is made against you, you will be notified, and your supervisor or the Volunteers Officer will decide whether any further action is necessary.

CATHEDRAL POLICIES

The Cathedral's policies including volunteers policy, emergency and security procedures, health and safety, safeguarding guidelines, email and internet use, and equal opportunities are available from the Cathedral office.

CONFIDENTIALITY

Volunteers may become aware of confidential information about the Cathedral, its staff, congregation or visitors. Volunteers should not disclose or use this information, such as a personal phone number and email address, without the consent of the party concerned. This does not prevent disclosure where the law permits or requires disclosure.

MOVING ON

If you wish to stop volunteering with us, please let us know as soon as you can. We will send out a volunteer exit questionnaire to ask about any feedback and what we can do to improve volunteering at the Cathedral. We are happy to provide references for those who require it and have been at the Cathedral for longer than three months. Do not hesitate to get in touch with your line manager or the Volunteers Officer if you have any questions or concerns.

Finally, we hope you have a wonderful time volunteering at Southwark Cathedral, and many thanks for supporting us.

Sharda Rozena

Volunteers Officer and HR Administrator

Sharda.Rozena@southwark.anglican.org

APPENDIX: OUR HISTORY

Southwark Cathedral is the oldest cathedral church building in London, and archaeological evidence shows there was Roman pagan worship here well before that. We believe there has been a church on this site since AD 606. The first written reference is the mention of a 'minster' in the Domesday Book of 1086.

Southwark stands at the oldest crossing point of the tidal Thames at what was the only entrance to the City of London across the river for many centuries. It is not only a place of worship but also of hospitality to every kind of person.

A Priory

In 1106 the church was 're-founded' by two Norman knights as a priory, whose members lived according to the rule of St Augustine of Hippo. The church was dedicated to St Mary and later known as St Mary Overie ('over the river'). The Augustinian Canons created a hospital alongside the church; this was the direct predecessor of today's St Thomas's Hospital opposite the Houses of Parliament and was originally named in honour of St Thomas Becket who was martyred at Canterbury in 1170.

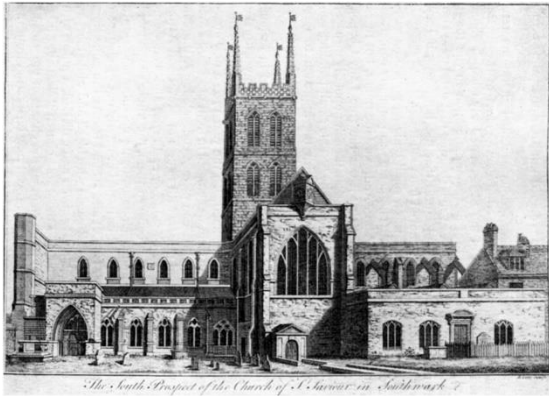
Perhaps the most famous resident of the priory was the court poet John Gower who lived there at the start of the 15th century. He was a friend of Chaucer who was famous for *The Canterbury Tales* which begins in Southwark. His beautiful tomb can be found in the nave of the Cathedral.



A Parish Church

At the Dissolution of the Monasteries in 1539, the last six canons were pensioned off although they continued to live in buildings north of the church. The church itself became the property of King Henry VIII who rented it to the congregation. It was re-named St Saviour's, though the old name remained in popular usage for many years.

Tired of renting from the King, a group of merchants from the congregation, known as 'the Bargainers', bought the church from King James I in 1611 for £800. It was during this time that the church became the stage for many of those involved in the theatres of Shakespeare's day. Actors, dramatists and theatre workers such as Edmond Shakespeare (William's brother), John Fletcher and Philip Henslowe were all buried in the building.



The church ministered to its parish throughout the 17th and 18th centuries and various repairs and alterations were made to the building. The state of the building became a real cause for concern in the 1820s. Already in need of further repairs, the whole situation of the building was affected by the proposals for a new London Bridge to be constructed much closer to the church.

The Bridge Committee suggested that St Saviour's be demolished and a smaller church be built on another site. After much argument the decision was made to restore the building, and it was largely due to the architect George Gwilt that major parts of today's Cathedral are still standing.

By the mid-19th century, living and working conditions in south London were intolerable. They were depicted by novelist Charles Dickens in distressing detail and by Charles Booth's social research with grim accuracy. It was proposed that a new diocese should be created and in anticipation for this a new nave was designed by Sir Arthur Blomfield in 1895.

A Cathedral

St Saviour's Church became Southwark Cathedral in 1905. The diocese which it serves stretches from Kingston-upon-Thames in the west to Thamesmead in the east and Gatwick Airport in the south. It has a population of two-and-a-half million people, served by over 300 parishes.

In 2000, major extensions designed by Richard Griffiths were added north of the Cathedral; these provide meeting and conference rooms, a library, the Education Centre, the Shop and Refectory.

Now as a Cathedral, Southwark is once again (as in monastic days) a centre for a pattern of daily worship within the English Cathedral music tradition. It continues to serve the people of its parish and the diocese, to be a centre of teaching, of worship, prayer and pilgrimage and offers an open and inclusive welcome to all who come here.

