

Volunteer Handbook

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Vicar's Welcome

Thank you for offering your services as a volunteer. I trust your work here will be very happy and rewarding.

Beverley Minster has proclaimed the Christian faith for some 1300 years. It is a place of prayer; an active worshipping community; a source of inspiration and a place of sanctuary at the heart of a bustling town, welcoming all who come here. Grounded in tradition, we also seek to innovate and to foster the creative imagination.

This magnificent Gothic minster is a living monument in stone, glass and wood to the glory of God, and a testament to the skills of countless craftspeople through the ages.

People come as worshippers, guests and tourists, each taking away their own individual experiences of this sacred building and the community of which it is the focus.

There is a lot of information about us on our website, including our aspirations for the future, core values, purpose and goals, and our events programme.

It is important for all who work at the Minster to be sympathetic with our role as a place of Christian worship within the traditions of the Church of England.

Much of the work undertaken by both Minster staff and volunteers relates to the welcome and care for the thousands of visitors who come to the Minster.

Staff and volunteers can be seen working together on a daily basis, and that committed teamwork is itself a significant testimonial to the common life of our Minster.

My colleagues and I hope that you find volunteering at Beverley Minster a rewarding and enjoyable experience.



1: Recruitment

All recruitment follows the Church of England *Safer Recruitment Guidance*.

- Recruitment and selection processes will be transparent, open, and appropriately rigorous
- If a volunteer's application is accepted, they will be placed in suitable roles which take into account their skills, experience and needs
- You will be given clear role descriptions and lines of accountability
- An induction and initial training will be provided
- An agreement outlining the responsibilities and commitments of the Minster and the volunteer will be signed by both parties
- This Handbook provides volunteers with copies of volunteer policies, handbooks/codes of conduct and other information
- Volunteers are expected to make a commitment to undergoing all compulsory training and carefully consider all optional training offered in the future
- Volunteers serve a trial period followed by appropriate periodic reviews throughout their service at the Minster to ensure that the arrangement is working well for both parties



2: Commitment to Volunteers

The Minster's responsibilities include:

- Providing within a Handbook the induction programme containing the standards expected of volunteers with regard to the Minster's ethos and outreach priorities, as well as key policies and procedures, such as health and safety, confidentiality, data protection, diversity etc.
- Providing support from a team leader or designated staff member (contact details supplied) to enable volunteers to develop their role and assist them in achieving any personal goals
- Providing ongoing training and enrichment opportunities to enable volunteers to undertake their roles effectively and develop their potential (this will include offering specialist training where appropriate)
- Establishing clear two-way lines of communication for volunteers to ensure they feel part of the Minster community. This will include updating volunteers about their daily tasks, briefing them about any changes which will affect the performance of their duties on a short-term basis and providing opportunities for feedback
- Ensuring adequate provision for the welfare of each volunteer, such as refreshments and breaks, ensuring that the Minster staff recognise and understand the contribution of volunteers, and are clear about the parameters of volunteering, organising services or other events to recognise and celebrate the contribution of volunteers, being explicit about policies on expenses, discounts, and parking, providing clear procedures and support in the event that any issues or difficulties arise ensuring that there is understanding of the extent of insurance cover when volunteers are on Minster premises



3: Expectations of Volunteers

Volunteers are expected to:

- Embody the ethos and values of the Minster
- Maintain a positive, confident and approachable attitude
- Welcome all who come with respect and openness and encourage everyone to explore the beauty, peace, inspiring worship and rich heritage which the Minster offers
- Be appropriate ambassadors in terms of attitudes, language, and behaviour towards visitors and each other, valuing diversity
- Keep relevant personal data updated
- Undergo safeguarding checks and training and follow procedures as required
- Undertake orientation sessions and participate in ongoing training considered necessary for your role, throughout their time of service
- Be appropriately dressed and wear identification badges and other signs of your role as appropriate
- Be reliable and punctual
- Observe confidentiality and act with discretion
- Follow Minster rules and procedures and abide by relevant policies (including Health and Safety, Safeguarding, and Equality and Diversity), in relation to staff, volunteers and visitors
- Comply with Minster policy on computer use if your role requires it
- Refrain from using personal mobile 'phones or digital devices whilst inside the Minster



4: Volunteer Policies

Documents supplied to volunteers will include a selection of the following depending upon the role of the volunteer:

- The core values, mission, and vision of the Minster and its role as a place of worship, spirituality, and rich shared heritage, and a focal point for the region and diocese
- Thanks and appreciation for the contribution of volunteers, the Minster's commitment to volunteers, the Minster's expectations of volunteers, a brief outline of the organisational structure including the roles of volunteers, PCC and the committees that support the PCC
- Role description and information relevant to that role

Provision of a safe and supportive volunteering environment:

- health and safety, including risk assessments, accident and incident reporting, and insurance
- Emergency procedures
- Accessing first aid (including mental health needs)
- Safeguarding, including procedures for lost children and vulnerable adults
- Raising concerns and whistleblowing
- Problem solving procedures

The following information will be provided to volunteers with visitor-facing roles:

- how to provide an open and positive welcome to all aspects of the Minster, including worship
- knowing how to respond to those needing pastoral care, those displaying challenging behaviour, and those seeking financial/practical support





King Athelstan (above) and Saint John of Beverley as depicted in the medieval glass of the Great East Window

Beverley
Minster 

PLACE OF SANCTUARY SINCE 938